

**NEW HAMPSHIRE DEPARTMENT OF SAFETY
IT DIVISION**

LOGICAL DESIGN DOCUMENT

JANUARY 15, 2003

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1.0 New Registration

1.1 Owner Verification

Description: Verify Owner's Information and History to determine if registration can take place (i.e. Owner does not have a suspension). Identify any changes to demographic information and update as needed.

Input Data: Owner's Name (Last, First, MI) or (Corporation name)
Owner's Legal Address (Street, City, State, Zip)
Owner's Mailing Address (Street, City, State, Zip)
Owner's Phone (XXX-XXX-XXXX)
Owner's Fax (XXX-XXX-XXXX)
Owner's E-mail
Owner's Driver's License Number (ID#) or (Corporation ID#)
Owner's Date of Birth (Note: this should be zeroes if corporation)
Information Release Waiver Date
Direct Marketing Waiver Date
Deceased indicator
Record-type (corp. or individual)

Process: Input data into the system and send to check against MAAP database to verify/update owner information. Check for any suspensions (IDMS database) using Owner's ID#
The flag checked in this process is for owner suspension. If this flag is on (Y) and the MA is online, the transaction is stopped. If this flag is on and the work is from an MA not online (batch), the transaction must be completed.

- a. If the suspension is for a protested check, the Business Office has the authority to override the suspension for either an online clerk or for a clerk keying agent batch work.
- b. For other owner suspensions:
For online clerks – the transaction is stopped and a message is displayed
For clerks keying agent batch work – a message is displayed but the transaction is allowed to continue.

An additional check for a deceased owner is required.
If the primary owner is deceased, the transaction is stopped (exception – see surviving spouse transfer).
Messages regarding any short slips (money owed the state by an owner) or credit memos (money owed to an owner) should be displayed at this time.

Interface: Link to IDMS (NAME-AREA,); Verification (does a suspension exist) and Modification (update of changes to owner information - i.e. address, name change).

Output Data: Owner Information Populated in Registration Screen

**Business Rules/
Constraints:** Owner information is retrievable by:
Owner's first and last name

Owner's last name and date of birth

Owner's name ID (10 character ID #)

New owner information (owner not yet on system) maybe added during this process. Adding new corporations requires additional security.

Owners on the title and registration must be the same but do not need to be in the same order.

If the registration will involve a controlled plate (low-digit plate or plate otherwise noted as controlled, the primary owner must have the privilege for the plate. Processing a controlled plate has additional security and may only be issued from the Commissioner's office location. A message regarding this authorization may be displayed if it is the Commissioner's location and can be updated only from the authorized clerk at this location.

A hardship registration may be issued even if a person is suspended. There is a special criterion for this to occur and the application for such a registration is authorized by Financial Responsibility.

Security access: Include a Supervisor Level override to continue the registration process. Include Commissioner's Office location and clerk for displaying and updating controlled plate flag.

1.0 New Registration

1.1 Owner Verification

1.1.1 Parental Consent

Description:	Parental Consent for Under-age Owner
Input Data:	Date of Birth Consent Status
Process:	The Owner's age is calculated (using DOB and current date) and if under 18 years, prompt the clerk to verify the Parental Consent Status for the registration.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Parental Consent Status.
Output Data:	Parental Consent Indicator is populated
Business Rules/ Constraints:	<p>The clerk must set a flag on the registration in this situation or the transaction is stopped.</p> <ul style="list-style-type: none">a. 'P' = parental consent verifiedb. 'S' = parental consent paperwork not received (agent batch work) <p>A 'P' is entered if a "pink slip" has been presented. If the work is from an MA not online and the "pink slip" is not in the paperwork, the keyer enters an 'S' in the field and the transaction continues. A manual procedure is conducted (a letter sent requesting paperwork) and when the paperwork is received the 'S' is changed to 'P' by a registration clerk.</p>

1.0 New Registration

1.1 Owner Verification

1.1.2 Residency Verification

Description:	Verify Residency Status if Legal Address is not in New Hampshire.
Input Data:	Proof of Residency or Non-Residency
Process:	Populate appropriate Residency Status Indicator on the registration and update the database. If Owner's Legal Address is not NH, automatically prompt for Residency Verification.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Residency Status.
Output Data:	Residency Status Indicator Marked or Unmarked. For non-residents a two-character code is entered on the registration.
Business Rules/ Constraints:	<p>Codes entered will be from a lookup table (reference REGCODES table). Codes are entered for designations other than apportioned vehicles.</p> <p>“A non-resident registration shall reflect the legal address within the State of New Hampshire where the vehicle is exclusively housed, and may also include a residence or business mailing address at an out of state location” (Saf-C 501.13) “In the case of resident students or resident servicemen or other residents who are temporarily living out of state. The registration shall reflect the out of state address where the vehicle is temporarily housed” (Saf-C 501.14 [c])</p> <p>Foreign National Vehicle registrations must be approved by the Director's office and are only for a six month period and are non-renewable and are charged the same fee as if it were a 12 month registration, plus the sum equal to the municipal permit fee, for the use of the state. Please refer to RSA 261:46a. Expiration dates for registrations are calculated based on the primary owner's (secondary owner, if a leased vehicle) birth date or corporation's expire month. The exceptions are temporary plates, permanent plates, foreign national registrations and legislative plates.</p>

1.0 New Registration

1.2 Vehicle Verification

Description:	Verify Vehicle Information and History to determine if registration can take place (i.e. Stolen Vehicle, etc.).
Input Data:	Vehicle Identification Number Make, Model, Fuel, Cylinders., Axles, Color(1 or2), Gross Weight, Body Style, List Price, Manufacture Year, Model Year, Title status, Vehicle suspend code, NH Vin indicator, mechanics lien indicator. Amount of vehicle data input required depends upon edit rules (i.e. # of axles for weight class if vehicle is a truck, etc.) and external checks (fill-in from NMVTIS, etc). VIN number is required for all processes and is the key to the vehicle data.
Process:	Input data into the system and send to check against database (MAAP and IDMS) and external systems (NCIC, Third Party VIN) to verify vehicle eligibility for registration and to retrieve vehicle information. If vehicle is not on system, add and complete checks. This may necessitate a title application be put on the system as well. Registration clerks enter title applications but do not collect title fees. Note: both the title application and the vehicle may need to be updated during the title examination process.
Interface:	NCIC – Verification (is this vehicle stolen), Third Party VIN (Vehicle Information for pre-population of make, model, weight, etc.).
Output Data:	Vehicle Information Populated in Registration Screen
Business Rules/ Constraints:	<p>Vehicle Information should be retrievable by Vehicle Identification Number; system should automatically make the checks against the database, NCIC and NMVTIS and prompt user once verification is complete and the status of the verification. Registration cannot continue if vehicle is suspended. Vehicle Information should access a Third-Party information system by VIN to retrieve unpopulated information regarding the vehicle (i.e. Model Ranges, build in ability to choose between model ranges (i.e. XL, XLT, etc.).</p> <p>Vehicle suspension flag (part of vehicle data), is checked for an unsafe vehicle and if on (Y), and the MA is online, the transaction is stopped. If this flag is on and the work is from an MA not online (batch), the transaction must be completed – a message is displayed stating the suspension but the transaction is allowed to continue.</p> <p>Financial Responsibility will have the security to update this flag. Mechanics lien flag can be set for the vehicle being defined. Make of vehicle is an NCIC compliant code for the type of vehicle (from a lookup table). Reference REGMAKE table.</p> <p>Title case number and title brands are entered and maintained by title processing. Title brands are from a lookup table. Reference – TTTLBRND table.</p>

A salvage vehicle cannot be registered. If there is a salvage title for the vehicle, a message is displayed and the registration is stopped.

If the vehicle being registered is an apportioned vehicle (also registered through the VISTA system) the apportioned registration code on the registration overrides the non-resident code (reference REGCODES table).

Federal Use Tax Date is required only on registration records for the vehicles where the tax is mandated. This tax is mandated for all vehicles with a gross vehicle weight of 55,000 or greater, whether they are inter-state or intra-state vehicles. The exception to this rule is construction equipment.

5-year historical data captured should include all data related to the vehicle, registration (i.e. Plate number, reg. Status), title (i.e. CTA number, title number and title status) and all owners (primary, additional and their addresses), maintaining the proper relationships among the data entities.

1.0 New Registration

1.3 Lease

Description:	New Registration of a leased vehicle, Verify, update or add Lease Company Information.
Input Data:	Lease Company Name Lease Company Legal Address (Street, City, State, Zip) Lease Company Mailing Address (Street, City, State, Zip) Lease Company Phone (XXX-XXX-XXXX) Lease Company Fax (XXX-XXX-XXXX) Lease Company E-mail Lease Company Fed ID
Process:	Input data into the system and send check against MAAP database to verify/update Lease Company information.
Interface:	Link to IDMS (NAME-AREA), Modification (Update of changes to Leasing Company Information, i.e. address, fax).
Output Data:	Leasing Company Information Populated in Registration Screen A lease indicator is populated on the registration screen.
Business Rules/ Constraints:	Leasing Company Information should be retrievable by Leasing Company Name or Leasing Company names ID #. Fed ID is carried on the database for information purposes. Certain Companies require a single mailing address (i.e. GM). Reference: Corporate Expiration Date Appendix for expiration dates for registration based on Corporation names. The lessee of the vehicle is named as the second owner on the registration and is also on the title for the vehicle. The leasing company MUST be the 1 st owner on the registration and retains ownership of the vehicle.

1.0 New Registration

1.4 Title Verification

Description:	Verify existing Title and Title Status (i.e. Title had been applied).
Input Data:	Vehicle Identification Number
Process:	Query MAAP Database to determine if Vehicle is titled and Title is in good standing. Title History needs to be retrievable.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Status and History.
Output Data:	Title Verification Status
Business Rules/ Constraints:	<p>Vehicle cannot be registered if it has not been titled, unless it is exempt from title. Title must be in good standing in order for it to be registered. (If title is not in good standing should post a warning message and flag Title Dept.) The reason for an unfavorable status was specifically identified in the User Functional Requirements as not required (not the responsibility of the M/A).</p> <p>Lienholders are not removed when a vehicle enters exempt status (the onus is on the owner to provide a lien release from the lienholder to have them removed from the title). Odometer brand codes on the vehicle record are entered/updated through the Title application process. If the vehicle being registered has an out-of-state title, the MA completes a title application and submits the out-of-state title with the paperwork that goes to the state. If the vehicle is purchased from an instate dealer, the dealer completes the title application and the MA copy is submitted to the state with the MA's paperwork that goes to the state.</p> <p>Current system - Title exempt vehicles are marked as such with a 2 character code 'EX' on the vehicle record. If a vehicle is exempt due to age but needs a title due to other factors (certain trucks, etc.) a system edit produces a 'vehicle requires a title' message that must be corrected for the transaction to continue. When a title is required for a registration to be completed, the title application is entered on the system (CTA).</p>

1.0 New Registration

1.4 Title Verification

1.4.1 Proof of Ownership

Description:	If vehicle is Title exempt, verify proof of ownership
Input Data:	Vehicle Identification Number
Process:	Clerk verifies ownership from one of the following documents: Out of State Title, TDMV19A (Verification of Vehicle Identification), Valid NH Registration, Manufacturer's Certificate of Origin, Sales Receipt. An indicator is marked showing that the vehicle is Title Exempt and Proof of Ownership has been provided
Interface:	No interface is necessary, all pertinent information will be contained in the MAAP database, including Title Exemption Status.
Output Data:	Title exempt indicator is marked, Proof of Ownership (type of verification for VIN provided) indicator is marked.
Business Rules/ Constraints:	If Vehicle is older than 15 years (starting with 1989 vehicles) then it is Title Exempt. System should automatically prompt for Proof of Ownership if it is Title Exempt. Special Use vehicles must be titled regardless of age. Special use vehicles are determined by vehicle type and description from lookup tables.

1.5 New Registration

1.5 Transfer

1.5.1 Lease Transfer

Description:

Transfer a registration on an unleased vehicle to a leased vehicle OR transfer a registration on a leased vehicle to an unleased vehicle (i.e. lease buyout) OR transfer a registration from a leased vehicle to a leased vehicle from another leasing company. (In all cases the Primary Owner on the registration MUST change).

Input Data:

Lease Company Name
Lease Company Legal Address (Street, City, State, Zip)
Lease Company Mailing Address (Street, City, State, Zip)
Lease Company Phone (XXX-XXX-XXXX)
Lease Company Fax (XXX-XXX-XXXX)
Lease Company E-mail
Lease Company FED ID
Owner's Name (Last, First, MI)
Owner's Address (Street, City, State, Zip)
Owner's Phone (XXX-XXX-XXXX)
Owner's Fax (XXX-XXX-XXXX)
Owner's E-mail
Owner's Driver's License Number (ID#)

Primary lookup is by - plate number, plate type and check digit of registration being transferred. Check digit is calculated and verified against input check digit. If check digit not verified, transaction is stopped until clerk enters correct check digit. Valid check digits are 0 – 9 and X.

Lookup may also a search of either the Leasing Company name or ID or second owner name or ID with the ability to select proper registration from a list of plate numbers and plate types.

Process:

Transfer Primary Ownership from Leasing Company to Owner, or from owner to leasing company OR from leasing company to new leasing company. Verify Lease Company Information and Owner Information against MAAP database. The information for both the leasing company and the owner of the registration need to be verified (system to paperwork).

Interface:

Link to IDMS (NAME-AREA) –
Modification - Update any changes made to Lease Company Information and/or Owner's information.

Output Data:

Owner Information Populated in Registration Screen

Business Rules/
Constraints:

The primary owner must change for a lease transfer transaction to be completed successfully. If the primary owner remains the same, the transaction is stopped until the proper data is input.

The resulting registration must verify that the original second owner is the new second owner on the registration. If this is not verified, the transaction is stopped until the proper data is input.

1.5 New Registration

1.5 Transfer

1.5.2 Surviving Spouse Transfer

Description:	Registration Transfer due to Spousal Survivorship, Identify any changes to demographic information and update as needed.
Input Data:	Deceased Owner's Name (Last, First, MI) Deceased Owner's Legal Address (Street, City, State, Zip) Deceased Owner's Mailing Address (Street, City, State, Zip) Deceased Owner's Phone (XXX-XXX-XXXX) Deceased Owner's Fax (XXX-XXX-XXXX) Deceased Owner's E-mail Deceased Owner's Driver's License Number (ID#) New Owner's Name (Last, First, MI) New Owner's Legal Address (Street, City, State, Zip) New Owner's Mailing Address (Street, City, State, Zip) New Owner's Phone (XXX-XXX-XXXX) New Owner's Fax (XXX-XXX-XXXX) New Owner's E-mail New Owner's Driver's License Number (ID#) Primary lookup is by Plate number, plate type and check digit.
Process:	Transfer Ownership from Deceased Owner to New Owner, Verify Deceased and New Owner's Information against MAAP database. Owner information needs to be verified (system to paperwork).
Interface:	Link to IDMS (NAME-AREA) – Modification - Update any changes made to Previous Owner's Information and New Owner's Information (i.e. Phone and/or Legal Address). Previous owner's information (if not already changed) must be updated by turning on the Deceased Indicator (verification via death certificate presented to the registering clerk).
Output Data:	New Owner's Information Populated in Registration Screen
Business Rules/ Constraints:	Deceased Owner's Information and New Owner's Information should be retrievable by Owner's Name, or Owner's last name DOB or Owner's Driver's License Number (ID#). No new plate is issued. Verification of Death Certificate. <u>Primary owner must change in Surviving Spouse Transfer.</u> Edits: This transaction may only occur during the valid renewal period for the registration (4 months prior to expiration or up to 1 year plus 1 day after expiration). If not in this period, transaction is stopped. If the primary owner does not have the deceased flag set on his/her name record, the transaction is stopped until the flag is updated (may be updated by keyer). The vehicle may not change. If the before and after vehicle is not the same, processing is stopped until the transaction is corrected.

“Registration numbers shall be the property of the state and shall be assigned at the exclusive discretion of the department except in case of a transfer of vehicle ownership to a surviving spouse, the same registration number may be retained.”
(Saf-C 501.16 [b])

The vehicle cannot change. The deceased indicator for the original owner must be on (indicating the person is deceased) for the transaction to be completed successfully. The registration can only be transferred to a spouse (verified through death certificate). The surviving spouse is not required to have been on either the original title or on the original registration, but may have been. The transfer occurs during the original owner's renewal period.

1.5 New Registration

1.5 Transfer

1.5.3 Regular Transfer

Description:	Transfer of Registration (For Registration Credits)
Input Data:	Current Registration Information New vehicle data
Process:	Determine Credit to be transferred to new Registration. Must go through the steps of a new registration (i.e. Verify Owner information, Verify new Vehicle information etc to Update as needed. The primary owner cannot change for a transfer transaction to be completed successfully.
Interface:	All pertinent information will be contained in the MAAP database, including Previous Registration Information. The New Registration Information will be collected under the appropriate functions.
Output Data:	Credit due for previous Registration to be accessed during the Calculate Fees function. Credits are based upon the unused portion of the previous vehicle's registration.
Business Rules/ Constraints:	Previous Registration Information should be retrievable by Plate number and plate type and check digit or Owner's First and Last Name, or owner's last name and DOB or Owner's Driver's License (ID #). New Vehicle information should be retrievable by VIN. Vehicle information must change. The transfer must be to a similar vehicle (one on which the current plate type is valid). For example, cannot transfer a registration for a passenger plate to a motorcycle unless a plate change process is also included for this transaction.

1.5 New Registration

1.5 Transfer

1.5.4 Plate Swap

Description:	Transfer of Plates from one vehicle to another vehicle owned by the same primary owner. This is a very specific transfer with no owner nor vehicle changes. No registration transfer credits are involved
Input Data:	Vehicle 1 Registration Information Vehicle 2 Registration Information Primary lookup is by owner information with all plate #/plate types listed for that owner. Two registrations (plates) are selected from the list for the plate swap.
Process:	Transfer Plate from Vehicle 1 to Vehicle 2, and Vehicle 2 to Vehicle 1. (i.e. Vehicle 1 has Plate A and Vehicle 2 has Plate B, transfer Plate A to Vehicle 2 and Plate B to Vehicle 1. This process involves 2 sets of plates that are swapped as described above.
Interface:	All pertinent information will be contained in the MAAP database, including all Registration Information.
Output Data:	New Registrations for Vehicle 1 and 2.
Business Rules/ Constraints:	Vehicle Registration information must be retrievable by plate number and plate type. Vehicle Registration Information must also be retrievable by VIN. There is no charge for Plate Swap. Note: A validation line (ring line) is printed on each registration with \$0.00. Edits: The plates selected must: <ul style="list-style-type: none">a. Have the same owners and primary owner must be the same,b. Have no owner changesc. Have the same expiration dated. Have no vehicle changes If edits fail processing is stopped until the transaction data is corrected.

1.0 New Registration

1.6 Corporate Vehicle

Description:	Corporate Vehicle w/ Primary Driver
Input Data:	Corporation Name Corporation Legal Address (Street, City, State, Zip) Corporation Mailing Address (Street, City, State, Zip) Corporation Phone (XXX-XXX-XXXX) Corporation Fax (XXX-XXX-XXXX) Corporation E-mail Corporation FedID Primary Driver Name (Last, First, MI) Primary Driver Legal Address (Street, City, State, Zip) Primary Driver Mailing Address (Street, City, State, Zip) Primary Driver Phone (XXX-XXX-XXXX) Primary Driver Fax (XXX-XXX-XXXX) Primary Driver E-mail Primary Driver Driver's License Number (ID#) Primary Driver Date of Birth
Process:	Populate Corporate Information and Primary Driver Information verifying against MAAP database.
Interface:	Link to IDMS (NAME-AREA) – Modification - Update any changes made to Corporate Information and Primary Driver Information.
Output Data:	Corporate Indicator, Populate Primary Driver Information on transaction Screen.
Business Rules/ Constraints:	<p>Corporation Information should be retrievable by Corporation Name and/or Corporation ID #. Primary Driver Information should be retrievable by Primary Driver First and Last Name or Primary Driver's last name and DOB or Primary Driver Driver's License Number (ID#).</p> <p>If a new corporation is required a new owner record may be created (this requires additional security).</p> <p>The following scenarios reflect current business rules but are not necessarily validated by system application checks but may be useful for developing Help information modules/screens. If a corporation is the primary owner of the vehicle, the CTA/title is marked with a 'Y' in the Corporate-relation-indicator. If the corporation is an out-of-state corporation, it is listed with its proper address and the primary driver is listed as the second owner. The second owner can also be an out-of-state resident and if this is the case the title is also branded (brand code 16 NR). The registration may also be marked NR, however, the primary driver's legal address must be NH for the vehicle to be registered (must have a tie to NH) and the mailing address can be out-of-state. If a corporation is a leasing company (ie. GMAC) there</p>

may be more than one valid address for the company---the criteria for which name/address combination to use is governed by where the leasing company has requested that the title be mailed.

1.0 New Registration

1.7 Handicap Placard

Description:	Issue Handicap Placards, verifying eligibility and verifying status of handicap plate (if one is involved).
Input Data:	Card Number Card Type Name of Person with disability status. Placard status (including Lost, Damaged, Stolen or Canceled) Suspension status and update (for person to whom the placard is assigned) Handicap License Plate of vehicle to be associated with individual (for renewal)
Process:	Enter Card Number and Card Type, verify status of eligibility and display other Cards issued to that person and check if person has a handicap plate, which limits the number of cards that person may obtain. Calculate expiration based on business rules. Verification as well as issuance should be able to be done as part of a new registration if person is requesting a handicap plate (must be handicapped or driver of handicapped individual for this to be permitted). Placards can also be issued as a separate process.
Interface:	IDMS (DRIVERS LICENSE-AREA) – Verification (checks for a valid driver's license temporary driver's license). INVENTORY AREA - Handicap placards (temporary and permanent) are inventoried and the handicap placard issue process (screen) relieves inventory.) Placards should be issued in sequence, but an inventory override is required to be able to issue placards out of sequence when necessary.
Output Data:	Populate Registration Screen with History and Status of Handicap Placards as well as Handicap Plates, if any.
Business Rules/ Constraints:	Permanent Corporate issued placards expire five years from date of issue (last day of month).. For an individual, the driver's license expiration date is the expiration date of the placard. If individual does not have a driver's license, expiration is calculated using the birth month and day of the individual and current year plus 5 years.. The day is then replaced with the last day of the month. If re-certification is taking place, the placard expiration date is extended by five years, based on birth month. On a first-time placard issue only - if the license expiration date is less than six months from current date the handicap expiration date will exceed the five years for those months. Person or corporation must furnish proof of disability status. Proof of eligibility for placard is paperwork that is submitted to the issuing clerk. Temporary placards are issued at HQ office and all substations. Temporary placards cannot be re-certified. Permanent placards are issued only at Hazen Drive. Expiration dates

for permanent placards and re-certification of permanent placard use the same calculation for expiration as the driver license subsystem. Corporations that are issued permanent placards have an expiration date that is the last day of the month and is calculated by adding five years to the issue month and year.

If a person has a handicap plate, they may only have one handicap placard, otherwise they may have two placards for permanent use.

Temporary Placards expiration may not exceed six months from date of issue. Temporary placards are issued for a term of 1 to 6 months..

Name on Disability status may be different than person registering the vehicle (i.e. Daughter of Registrant). The issuance needs to be tied to the registrant for the business rules pertaining to the number of cards issued, relative to handicap plates issued. One set of handicap plates may be issued to each person who proves eligibility (ie. Husband and wife each have eligibility, therefore, each is entitled to a set of plates). If a person has a set of handicap plates, they are entitled to only one placard. If a person does not have a set of handicap plates they may have 2 placards.

Each set of handicap plates and each placard must be connected to the eligible person and well as to the registrant.

Corporations may be eligible for a combination maximum of 10 plates and placards.

When handicap plates are renewed, checks must be made to verify that only the correct number of plates and or placards are assigned to the registrant or the eligible person (if not the registrant).

Each month mailing labels for all persons whose placards require re-certification in the following month is required. Ad hoc reporting based on various placard/plate data will also be a requirement.

1.0 New Registration

1.8 Plate Information / Plate Type

Description:	Select Plate Type and Determine Requirements/Qualifications for certain Plate Types
Input Data:	Plate Type – Please See Appendix Plate Types Plate Number (Length determined by plate type)
Process:	Check Plate Types for Requirements and Verify that those Requirements have been met against MAAP database.
Interface:	IDMS (INV-AREA) – Modification Update for Inventory (plate issued by type and number and location). Initial plates are ordered through the current inventory system and when manufactured and “received” at the warehouse are “released” from inventory.
Output Data:	Populate Plate Type and Number in Registration Screen and verification status for particular plate types. Qualifications/Limitations and Price of particular plates.
Business Rules/ Constraints:	<p>Plate Type determines Rules and Constraints. Please refer to Appendix: Plate Type Appendix for rules and constraints regarding plate types. Please also refer to Saf-C 500, Vehicle Registration Rules. All Plate types must be able to have controls placed upon them for Commissioner’s Office Control. Controls will be placed on numbered plates (i.e. passenger plates 0-9999). Issuance of these plates may only be made by designated personnel. Renewal of these plates cannot be done by field personnel if the registrations has been expired for more than 30 days. Renewal of these plates may be done at any office as long as 4 items remain the same (Primary Owner, Secondary Owner, Expiration Date, and Date of Birth), otherwise they may only be renewed by designated personnel. Please see Appendix: Plate Type for more information. Need the ability to track plate changes (Vanity to Regular, Vanity to Vanity, and Regular to Vanity) in Renewals and Transfers).</p> <p>The facility for designating new controlled plates at the discretion of the Director/Commissioner is a requirement (ie. Commercial plates from 1 – 999). Bypasses for standard edits on vanity plates (letter/number/symbol combinations) for the Commissioner’s office location are required.</p> <p>Special plates (Special Registrations) such as Sheriff plates must be attached to a vehicle that has a valid registration. Legislative plates (Special Registrations) expire on January 31 of election years (i.e. 2001, 2003) and should be attached to a vehicle with a valid registration on the system.</p> <p>Temporary plates (20 day and 60-day Hardship plates) processing must also be included in the process. These plates are also inventoried.</p> <p>Vanity plates can be ordered when a 60-day hardship plate is issued and must be able to be released from inventory at a later date so that the vanity plate is assigned</p>

in place of the 60day hardship plate number (when the title has cleared). If a vanity plate is ordered when a temporary 60 day hardship plate is issued, the vanity plate must be related to the 60 day hardship plate in such a manner as to make the vanity plate not available for issue to any other registrant.

All new vanity plates are ordered through the inventory system and must be processed through the inventory system before being validated (obtaining decals) and released to the customer.

There will be a lookup procedure (Plate List) that will display all plate types for a given plate number if that number is identical for more than one plate type. This provides a selection choice if a plate number is entered with no plate type.

In the current system, 20-day plates are inventoried and are issued in sequence.

There are two types of registration processes for which 20-day plates are issued - private sale and in-transit (to bring in a vehicle from another state). Both of these types of registrations are issued numbered plates from the same inventory type.

Temporary plates cannot be renewed. There may only be 1 temporary plate issued per person per year.

Current system - text rules and static characters on plates vary with the plate type - some rules are stated in the definition of the inventory.

References for rules for variable text are in some IDMS and some lookup tables (i.e. ILLPLATE table

See also PLATE TYPE APPENDIX.

Fee structures references – various lookup tables - (i.e. weight category tables, financial function codes, permit fee tables) and internal code calculations (i.e. multiplying monthly rates X number of months of registration and multiplying millage rates X list price).

Special Registrations and Legislative Plates - Current system - These are registrations with a slightly different process. A special registration (not legislative) needs to be identified with (attached) to a valid regular vehicle registration. A legislative plate set (can be 2 sets of same plate number) and are attached to a regular registration. The special consideration for legislative plates will be a unique tie into inventory (legislative plates are identified in inventory with a "series" which is a year-of expire code.

5-year historical data captured should include all data related to the vehicle, registration (i.e. Plate number, reg. Status), title (i.e. CTA number, title number and title status) and all owners (primary, additional and their addresses), maintaining the proper relationships among the data entities.

All data input fields should use technology such as predefined lists, quick reference typing for ease and quick use. Validation and edits should be intuitive and thorough letting the user know what is incorrect and the correct formats for each area.

Security Level access needs to be determined for different plate types as security privileges for Government Issue Plates and Commissioner Controlled Plates is restricted.

1.0 New Registration

1.9 Decal

Description:	Decal Information
Input Data:	Validation Sticker Number (Decal number) Expiration Month and Year
Process:	Tie Decal Information to Registration and update inventory levels in IDMS.
Interface:	IDMS (INV-AREA) –Modification (update of inventory levels);
Output Data:	Populate Decal Information in Registration Screen

Business Rules/ Constraints:

A validation sticker (decal) number is unique for each expiration year.

Current Inventory/Reg. System - There are 2 sets of standard decals that are issued: RGSDLxx (single decals) and RGDDLxx (double decals) with xx being the date (yy) of the registration expiration year (series). The expiration year (inventory series) is calculated in the registration process and is attached to the entered decal number to find the correct inventory (interface to the legacy inventory system). The single decals are issued to those registrations that require 1 plate and the double decals are issued to those registrations that require 2 plates. The type of decal to be used and the plate type associated with it are found in IDMS system table (RVINVKEY). This table also contains (by plate type) a plate type category code (hearse, initial, permanent, temporary and sixty-day) and the 2 character code used by NCIC unit to query the SPOTS system.

Packets of decals are pre-printed with specific colors by year and the year imprinted on the decal. The unique number is printed on the decal under the year. Packets of decals are assigned to the issuing location. Decals should be issued in sequence but a process to override and issue a decal out of sequence is necessary. A process is required to issue decals that have an expiration year (series) other than the current year. Example: a clerk can issue either a 2003 or a 2004 decal depending on the time of year it is issued and/or number of months in a registration.

All double decals are 7 digits long. Single decals begin with S plus 6 digits

A example of the data required to find a single decal in the current inventory system follows: S123456 03.

1.0 New Registration

1.10 Calculate Fees

Description:	Determine Fees for Vehicle Registration
Input Data:	Gross Vehicle Weight List Price Year of Vehicle (model year) V.I.N. Millage Rate Town Fees Processing Fees Plate Type State Fee Credits Expiration Date
Process:	Determine Fees for Vehicle Registration, separating State and Town Fees, accessing and updating MAAP database and updating IDMS.
Interface:	IDMS (BATCH-AREA) – Verification and Modification; IDMS (FIN-MEMO-AREA) – Modification.
Output Data:	Total Fees owed for Registration, broken up by State and Town portions. Listing will include State Fees, Plate Fees, Town Fees, Miscellaneous Fees, Transfer Credits (if any).
Business Rules/ Constraints:	<p>After all appropriate Registration Information has been entered, for each transaction registration fees (town and state) are calculated.</p> <p>Considerations: Town fees are different for each town and must be updateable. Multiple transactions for one customer must be allowed before calculating fees, separating each transaction in the fee screen with one grand total.</p> <p>Allocation of fees. “A registrant who delivers to the James H. Hayes Building, 10 Hazen Drive, Concord, N.H., unused registration plates and corresponding certificate of registration during 90 days subsequent to issuance, shall be refunded the registration fees collected for the registration.” (Saf-C 501.15 [a]).</p> <p>Operator fee adjustments will not be allowed in the new MAAP system. However, in the case of apportioned vehicles, all fees will be deducted under program control leaving a total fee amount of \$0.00. For phase 1 of the MAAP system, apportioned fees will be entered using the Miscellaneous Revenue screen in the current legacy system.</p> <p>Town fees are based on age of vehicle (model year) which determines the millage rate(s) to be applied to the List price (red book price) of the vehicle. This is calculated on a per month basis for the number of months of the registration</p>

period. It is possible to pay 2 different millage rates to a town for one registration period. If this split occurs, each millage rate must be paid for a total of 12 months (therefore, the renewal period for this vehicle will also contain a split millage rate) Example- a person whose birth month is June (6) and has a registration that expires in 6/03 purchases a new (current model year) vehicle in November (11) and transfers the current registration to the new vehicle. He must pay 8 months of fees on the new vehicle to the town (to take him to his renewal date). The millage rate for a the new vehicle is 18 mills – so he pays 18 mills applied to the list price of the new vehicle for 8 mo. of registration. When he renews his registration in June of 2003. He must pay 4 more months at 18 mills and then 15 mills for the remaining 8 months of the 12-month renewal period. (The law states that each mill rate must be applied for a total of 12 months.). Each succeeding renewal period for this registration would have a “split” or “dual” mill rates applied until the vehicle is over 5 years old and the mill rate is at its lowest (3 mills) and remains there.

For certain kinds of vehicles (i.e. construction equipment) there are some specialized fee structures for registrations).

There are also non-fee and low fee registrations (i.e. farm vehicles, disabled veteran plates).

Additional static fees may be added (i.e. town clerk fee, reclamation fee, etc.) and can vary by town.

The state fees are calculated using a per month fee based on weight categories. Fees will be maintained in both the MAAP and IDMS systems. “Function codes” in the legacy system are the method of linking a base fee to a fee code and then to a financial account fee distribution. The MAAP process will have to replicate or translate its fee process so that the detailed data may be passed back to the legacy financial system.

Transfer credits are calculated within the application and are based on the remaining number of months of the registration and adjusted for any changes in weight category of the new vehicle.

Additional town fees are on a town by town basis and with the exception of the town clerk fee are currently only calculated by the state for those towns for which we provide mailers..

Millage rates are based on the age of the vehicle (model year). Reference: Millage rates by age -REGMILL1 table and millage rates by mill rate REGMILL2 table in IDMS.

1.0 New Registration

1.11 Enter Payment/Print Registration (Dual Payment)

Description: Enter Payment Information (Cash, Check, Credit/Debit Card) and ability to Print Registration when the Town and State fees are paid separately.

Input Data: Previous Screen's Registration and Fee Information
Payment Type (Town)
Payment Amount (Town)
Payment Type (State)
Payment Amount (State)
Print (Yes/No)
Generate Receipt (Yes/No)

Process: Enter Payment type and amount and link to Registration. Print completed Registration and update Registration with this information. Print Receipt.

Interface: Batch area at fee settlement (payment type).

Output Data: Registration Form 181-S

Business Rules/
Constraints: Must print all registration information on Form 181-S in the appropriate areas.
Receipt must include all pertinent registration information including amount paid.

See Credit Card Logical Design for details on Credit/Debit Card Processing.

1.0 New Registration

1.12 View Registration

Description:	Ability to view any Registration throughout the process.
Input Data:	VIN Owner's Name Owner's last name and Owner's Date of Birth Owner's Address Decal Number Plate Number or plate number, plate type and check digit Reason Code to be updated when printing a registration from the view screen.
Process:	<p>Enter VIN, or, Owner's First and Last Name, or Owner's Last name and Date of Birth, or, Address, or, Decal Number, or, Plate Number or plate number, plate type and check digit to retrieve the Registration for viewing all information, including suspension status, print status, etc. Clerk should have the ability to reprint a registration with the associated reason codes (reason codes determine the fee if any for reprinting).</p> <p>A "certified copy" may be printed. The customer requests this by filling out a specific form (DSMV106) (see BPR 3-C Appendix D - DOS Registration Forms) that must state the reason for the request. The process prints form DSMV 180 which is a "Certified Copy of Motor Vehicle Registration" and there is a fee of \$10.00 for the transaction.</p>
Interface:	All pertinent information will be contained in the MAAP database, including Registration Information.
Output Data:	Registration with history on screen, Reprint a Registration with or without a fee, plus a reason code for a reprint.
Business Rules/ Constraints:	This screen should be accessible to all M/A's, Registration Clerks and Title Department Staff. All history with proper data relationships including previous owner, previous registration history, vehicle history, and owner history, and all registration activities should be viewable from these screens.

1.0 New Registration

1.13 Batch Entry

Description: Ability to enter and track vehicle registrations entered in batch mode. This function is used to process MA work for the towns that are not connected to DOS.

Input Data: Agent/Office #
Date of work
Agent Batch date)
Amount of money deposited with the state, currently entered by the Bus.
Office (for registration transactions), from which the transaction amounts are deducted and to which the transactions entered are balanced.

Process: Link Vehicle Registration transaction and fees to a specific Agent/Office.

Interface: All pertinent information will be contained in the MAAP database, including Registration Information.

Output Data: No physical output. Database updated to link Registrations to Agent/Office entered for

Business Rules/Constraints: The purpose of this screen is to batch the work coming in from M/A's not on-line. Must keep track of the amount for the batch and subtract from the amount when the registration is entered.
If a clerk has entered all of the data from the batch and the monies are out-of-balance, the batch is closed and a manual/research/correction process is conducted. If the batch remains unbalanced, the Business Office handles the process and the appropriate financial adjustments are made before the agent's financial batch is completed.

Inventoried decal processing for non-online agents will still be necessary. Decals should be issued in sequence, however, an inventory exception process (screen) can be used by clerks to select a decal to be issued that is out of the normal sequence. The inventory system removes the issued decal from stock.

Current Inventory/Reg. System - There are 2 sets of standard decals that are issued: RGSDLxx (single decals) and RGDDLxx (double decals) with xx being the date (yy) of the registration expiration year (series). The expiration year (inventory series) is calculated in the registration process and is attached to the entered decal number to find the correct inventory (interface to the legacy inventory system). The single decals are issued to those registrations that require 1 plate and the double decals are issued to those registrations that require 2 plates. The type of decal to be used and the plate type associated with it are found in IDMS system table (RVINVKEY). This table also contains (by plate type) a plate type category code (hearse, initial, permanent, temporary and sixty-day) and the 2-character code used by NCIC unit to query the SPOTS system.

2.0 Renewal Registration

2.1 Owner Verification

Description: Verify Owner's Information and History to determine if registration can take place (i.e. Owner does not have a suspension). Identify any changes to demographic information and update as needed.

Input Data: Owner's Name (Last, First, MI)
Owner's Legal Address (Street, City, State, Zip)
Owner's Mailing Address (Street, City, State, Zip)
Owner's Phone (XXX-XXX-XXXX)
Owner's Fax (XXX-XXX-XXXX)
Owner's E-mail
Owner's Driver's License Number (ID#)
Owner's Date of Birth
Information Release Waiver Date
Direct Marketing Waiver Date
Primary lookup is by plate number, plate type and check digit.
Alternate lookup by plate number with proper registration selected from a list of plate numbers and plate types.

Process: Input data into the system and send to check against MAAP database to verify/update owner information. Check for any suspensions (IDMS database) using Owner's Driver's License Number (ID#).
The flag checked in this process is for owner suspension. If this flag is on (Y) and the MA is online, the transaction is stopped. If this flag is on and the work is from an MA not online (batch), the transaction must be completed (current systems issues a warning message that can be bypassed by the keyer). A report of the overrides is sent to Financial Responsibility).

In the current system the RG11R-IDMST-REG record which connects the registration record to the owner's name record. A flag is set in this record through the Additional Owner's screen (special location and security for this function). The flag is set by the clerk in the Commissioner's office at the Commissioner's or DMV Director's discretion. If the flag is set to 'Y', the owner has permission to receive a 'controlled' plate. 'Controlled' plates are issued from the Commissioner's office location only. Note: The 'controlled plate' inventory is physically located at the Commissioner's Office location. A facility for allowing additional plates to be designated as "controlled" at the discretion of the Director/Commissioner needs to be included. (For example – Commercial plates numbered 1 – 999).

Owner's check must include verifying that registration owners are the same as on the title.

Under certain circumstances a hardship registration (registration issued to a suspended person) may be renewed. The authorizing authority is Financial Responsibility. The registration clerk needs to be notified during the owner /registration validation process that even though the person is suspended, the

registration they are renewing is a hardship registration. The authorizing authority for the renewal is Financial Responsibility.

Interface: Link to IDMS (NAME-AREA,); Verification (does a suspension exist) and Modification (update of changes to owner information i.e. address, name change).

Output Data: Owner Information Populated in Registration Screen

Business Rules/
Constraints: Owner Information should be retrievable by Owner's Name or Owner's last name and DOB, or Owner's Driver's License Number (ID#). Owner's Comment section. Flag for Corporation (inc. DBA) (expiration is based upon Corporate Name) Flag for Owner relationship. Verify/check to make sure this truly is the person and that the person is not reported deceased by SSN or Unique Identifier. Data Correction by date must be possible at the state level on any screen.

Registration Renewal can not continue if a suspension exists. The reason for the suspension was specifically identified in the User Functional Requirements as not required (not the responsibility of the M/A). The registration record is checked for a single registration suspension. The vehicle is checked for and 'unsafe vehicle' suspension.

Temporary plates cannot be renewed.

Late renewal may occur for up to 1 year plus 1 day following registration expiration.

2.0 **Renewal Registration**

2.2 Title Verification

Description: Verify existing Title, and Title Status

Input Data: Vehicle Identification Number

Process: Query MAAP Database to determine if Vehicle is titled. Title History needs to be retrievable.

Interface: No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Status and History.

Output Data: Title Verification Status

Business Rules/
Constraints: Vehicle can not be registered if it has not been titled, unless it is exempt from title. Current system checks for existing title and if one is required and not there the transaction is stopped until a CTA is entered on the system. Lienholders are not removed when a vehicle enters exempt status (the onus is on the owner to provide a lien release from the lienholder to have them removed from the title). Odometer brand codes on the vehicle record are entered/updated through the Title application process. If the vehicle being registered has an out-of-state title, the MA completes a title application and submits the out-of-state title with the paperwork that goes to the state. Current system - Title exempt vehicles are marked as such with a 2 character code 'EX' on the vehicle record. If a vehicle is exempt due to age but needs a title due to other factors (certain trucks, etc.) a system edit produces a 'vehicle requires a title' message that must be corrected for the transaction to continue. When a title is required for a registration to be completed, the title application is entered on the system (CTA).

2.0 Renewal Registration

2.3 Vehicle Verification

Description:	Verify Vehicle Information and History to determine if registration can take place (i.e. Stolen Vehicle, etc.).
Input Data:	Vehicle Identification Number Model year, Manufacture year, Make, Model, Fuel, Cylinders, Axles, Color, Gross Weight, Body Style, List Price Amount of vehicle data input required depends upon edit rules (ie. # of axles for weight class if vehicle is a truck, etc.) and external checks (fill-in from NMVTIS, etc). VIN number is required for all processes and is the key to the vehicle data.
Process:	If registration is being renewed to a different vehicle, new vehicle information will need to be input and verified. Input data into the system and send check against database (MAAP and IDMS) and external systems (NCIC, Third Party VIN) to verify vehicle eligibility for registration and to retrieve vehicle information. If the registration is a straight renewal (no change in vehicle) the only vehicle verification required is for an “unsafe” vehicle suspension.
Interface:	Link to IDMS (VEHICLE-AREA), Verification (of eligibility, i.e. no suspensions). For new vehicle IDMS-NMVTIS (TITLE-AREA), Verification. NCIC – Verification (Vehicle Status), Third Party VIN (Vehicle Information for pre-population). Vehicle suspension flag is checked and if on (Y), and the MA is online, the transaction is stopped. If this flag is on and the work is from an MA not online (batch), the transaction must be completed (current system issues a warning message that can be bypassed by the keyer. Mechanics lien flag can be set for the vehicle being defined. Make of vehicle is an NCIC compliant code (current system obtains these codes from an IDMS system table called REGMAKE and also has vehicle type codes associated with the make (P=passenger, T=truck and M=motorcycle). Current system - a registration renewal may be accomplished up to 4 months prior to expiration. The minimum months are automatically calculated based on the issue date compared to the current expiration date and if the edit check criteria is met an indicator must be set by the registration clerk acknowledging that it is an early renewal. Under some circumstances early renewal is not allowed (ie. foreign national registrations). Current system - registration codes - codes used are from REGCODES system table.
Output Data:	Vehicle Information Populated in Registration Screen

Business Rules/

Constraints: Vehicle Information should be retrievable by Vehicle Identification Number. For new vehicles only the system should automatically make the checks against the database, NCIC and NMVTIS and prompt user once verification is complete and the status of the verification. For all renewals registration can not continue if vehicle is suspended (warning message with override for Agent Batch work). For new vehicles system should access a Third-Party information system by VIN to retrieve unpopulated information regarding the vehicle (i.e. Model Ranges, should be able to choose between model ranges (i.e. XL, XLT, etc.).

In the current system fee months are calculated to bring the expiration date to the birth month or the corporation expire date of the primary owner. The number of fee months for a registration is confined to a minimum 5-month registration and a maximum 16 month registration (possible exception for 17 months is a lease transfer transaction).

Current system uses RG10-REG-CATEGORY-CODE

values from the REGCODES IDMS system table. Codes are entered for designations other than apportioned vehicles.

Federal Use Tax Date is required only on registration records for the vehicles where the tax is mandated. Fed. Use Tax is mandated for vehicles 55,000 lbs. or greater whether they operate out-of-state or only in-state. The exception to this rule is construction equipment (fed. use tax not required).

NMVTIS business rules are incorporated in title processing. Registration clerks only "dummy on" title applications. In the current system, when new vehicles are defined messages are sent automatically from the vehicle information screen.

2.0 Renewal Registration

2.4 Handicap Plate and/or Handicap Placards

Description:	Issue Handicap Placards, verifying eligibility and verifying status of handicap plate Issuance of handicap placards can also be a separate process.
Input Data:	Card Number Card Type License Plate Number associated with handicapped individual
Process:	<p>A registration for a handicap plate is renewed yearly using the same criteria as a regular registration. The renewal month is based on the registrants birth month. Privileges for the handicap plate must be re-checked at renewal time.</p> <p>A separate process is used to handle handicap placards only. Enter Card Number and Card Type, verify status of eligibility and display other Cards issued to that person and check if person has a handicap plate, which limits the number of cards that person may obtain. Enter expiration based on business rules. Verification as well as issuance should be able to be done as part of a registration renewal if person is requesting a handicap plate (must be handicapped or driver of handicapped individual for this to be permitted).</p>
Interface:	IDMS (DRIVERS LICENSE-AREA) – Verification - Check is for temporary license.
Output Data:	Populate Registration Screen with History and Status of Handicap Placards as well as Handicap Plates, if any.
Business Rules/ Constraints:	<p>The individual with the handicap privileges does not have to be the registrant and does not have to be on the vehicle registration at all.</p> <p>A system connection between the registration and the person who has the handicap privilege must be made so that the registration clerk can easily tell that the registration is valid for renewal. An additional connection must be made to certify that the person with the handicap privilege only has one plate (and additionally only 1 placard). One set of plates may be issued to each handicap certified person (i.e. If a husband and wife are both handicap certified, each may have a set of plates).</p> <p>Permanent Corporate issued placards expire five years from date of issue. For an individual, the driver's license expiration date is the expiration date of the placard. If the individual does not have a driver's license, expiration is calculated using the birth month and day of the individual and current year plus 5 years. The day is then replaced with the last day of the month. If re-certification is taking place, the placard expiration date is extended by five years, based on birth month. If the license expiration date is less than six months from current date the handicap expiration date will exceed the five years for those months.</p> <p>Person or corporation must furnish proof of disability status.</p>

Proof of eligibility for placard is paperwork that is submitted to the issuing clerk. Temporary placards are issued at HQ office and all substations. Temporary placards cannot be re-certified. Permanent placards are issued only at HQ. Expiration dates for permanent placards and re-certification of permanent placard use the same system calculation as the driver license subsystem. Corporations that are issued permanent placards have an expiration date that is the last day of the month and are calculated by adding 5 years to the issue month and year.

If a person has a handicap plate, they may only have one handicap placard, otherwise they may have two placards for permanent use.

Temporary placards may be issued from 1 to 6 months (not to exceed 6 months). Temporary placards can not be re-certified.

Current system - handicap placards (temporary and permanent) are inventoried and handicap placard issue process (screen) relieves inventory.

2.0 Renewal Registration

2.5 Plate Information

Description:	Select Plate Type and Determine Requirements/Qualifications for certain Plate Types
Input Data:	Plate Type – Please See Appendix Plate Types Plate Number (Length and composition determined by plate type) Usual clerk input is Plate number, Plate type and check digit
Process:	A vehicle registration can be renewed with a change in plate. Check Plate Types for Requirements and Verify that those Requirements have been met against MAAP database.
Interface:	IDMS (INV-AREA) – Modification - Update for Inventory. New plate assigned must either relieve inventory or be placed on order in inventory.
Output Data:	Populate Plate Type and Number in Registration Screen and verification status for particular plate types. Qualifications/Limitations and Price of particular plates.
Business Rules/ Constraints:	Plate Type determines Rules and Constraints. Please refer to Appendix: Plate Type Appendix for rules and constraints regarding plate types. Please also refer to Saf-C 500, Vehicle Registration Rules. All Plate types must be able to have controls placed upon them for Commissioner's Office Control. Controls will be placed on numbered plates (i.e. passenger plates 0-9999). Issuance of these plates may only be made by designated personnel. Renewal of these plates may be done at any office as long as 4 items remain the same (Primary Owner, Secondary Owner, Expiration Date, and Date of Birth), otherwise they may only be renewed by designated personnel. Please see Appendix: Plate Type for more information. Need the ability to track plate changes (Vanity to Regular, Vanity to Vanity, and Regular to Vanity) in Renewals and Transfers).

The current system provides for a privilege indicator on the record connecting the registration to the owner (if flag is on 'Y' this owner has the privilege of owning a controlled plate. Plate/registration issuance (for these plates) is controlled by physical inventory at the Commissioner's location and by the designation of a special type of location (commissioner's office).

The facility for adding new controlled plates at the discretion of the Director/Commissioner is required. (ie. Commercial plates 1 – 999).

Special plates (Special Registrations) such as Sheriff plates must be attached to a vehicle that has a valid registration.

Legislative plates (Special Registrations) expire on January 31 of election years (i.e. 2001, 2003) and are attached to a vehicle with a valid registration on the system.

These plates are not renewable.

Temporary plates (20 day and 60-day Hardship plates) processing must also be included in the process. These plates are also inventoried. Vanity plates can be

ordered when a 60-day hardship plate is issued and must be able to be released from inventory at a later date so that the vanity plate is assigned in place of the 60day-hardship plate number (when the title has cleared).

These plates are not renewable. 20 day plates have the following restriction: One individual may have only one 20 day plate per vehicle per year.

All new vanity plates are ordered through the inventory system (via the registration process) and are released from inventory by a process that updates the registration record (RG10-REG record RG10-PLATE-STATUS-CODE field).

The current system includes a lookup procedure (Plate List screen) that displays all plate types for a given plate number if that number is identical for more than one plate type. This provides a selection choice if a plate number is entered with no plate type. The IDMS database has only one record for a plate number regardless of the plate type and a choice on this screen completes a database logical key to find the proper registration record.

Current system -20-day plates are inventoried and are issued in sequence. There are two types of registration processes for which 20-day plates are issued - private sale and in-transit (to bring in a vehicle from another state). Both of these types of registrations are issued numbered plates from the same inventory type. Temporary plates are not renewable.

Current system - text rules and static characters on plates vary with the plate type - some rules are stated in the definition of the inventory. Some rules for variable text are identified in IDMS modules and some exclusions for text are identified in IDMS system tables (ie. inappropriate plate table - ILLPLATE).

See also above mentioned PLATE TYPE APPENDIX.

Fee structures are contained within IDMS system tables (ie. weight category tables, financial function codes, permit fee tables) and internal code calculations (ie. multiplying monthly rates X no. months reg and multiplying millage rates X list price).

Reference: GovConnect Document – Appendix - Plate Type Matrix

Special Registrations and Legislative Plates - Current system - These are registrations with a slightly different process. A special registration (not legislative) needs to be identified with (attached) to a valid regular vehicle registration.

2.0 Renewal Registration

2.6 Decal

Description:	Decal Information
Input Data:	Validation Sticker Number (Decal number)
Process:	Tie Decal Information to Registration renewal and update inventory levels in IDMS.
Interface:	IDMS (INV-AREA) –Modification (update of inventory levels); IDMS (USER-LOC-AREA) –Modification (update of inventory levels).
Output Data:	Populate Decal Information in Registration Screen and match to new expiration date.

Business Rules/ Constraints:

A validation sticker (decal) number is unique for each expiration year.
Current Inventory/Reg. System - There are 2 sets of standard decals that are issued: RGSDLxx (single decals) and RGDDLxx (double decals) with xx being the date (yy) of the registration expiration year (series). The expiration year (inventory series) is calculated in the registration process and is attached to the entered decal number to find the correct inventory (interface to the legacy inventory system). The single decals are issued to those registrations that require 1 plate and the double decals are issued to those registrations that require 2 plates. The type of decal to be used and the plate type associated with it are found in IDMS system table (RVINVKEY). This table also contains (by plate type) a plate type category code (hearse, initial, permanent, temporary and sixty-day) and the 2 character code used by NCIC unit to query the SPOTS system.
Packets of decals are pre-printed with specific colors by year and the year imprinted on the decal. The unique number is printed on the decal under the year.
Packets of decals are assigned to the issuing location. Decals should be issued in sequence but a process to override and issue a decal out of sequence is necessary. A process is required to issue decals that have an expiration year (series) other than the current year. Example: a clerk can issue either a 2003 or a 2004 decal depending on the time of year it is issued and/or number of months in a registration.

All double decals are 7 digits long. Single decals begin with S plus 6 digits

An example of the data required to find a single decal in the current inventory system follows: S123456 03.

2.0 Renewal Registration

2.7 Calculate Fees

Description:	Determine Fees for Vehicle Registration
Input Data:	Gross Vehicle Weight List Price Model Year of Vehicle V.I.N. Millage Rate Town Fees Processing Fees Plate Type State Fee Credits Expiration Date
Process:	Determine Fees for Vehicle Registration, separating State and Town Fees, and town additional fees, accessing and updating MAAP database and updating IDMS.
Interface:	IDMS (USER-LOC-AREA) – Verification; IDMS (BATCH-AREA) – Verification and Modification; IDMS (FIN-MEMO-AREA) – Modification.
Output Data:	Total Fees owed for Registration, broken up by State and Town portions. Listing will include State Fees, Plate Fees, Town Fees, Miscellaneous Fees, by the same calculations found in IDMS formatted in the new Object Oriented Code for the MAAP application.
Business Rules/ Constraints:	<p>After all appropriate Registration Information has been entered, system should determine Registration Fees for both State and Municipality. Allocation of fees. “A registrant who delivers to the James H. Hayes Building, 10 Hazen Drive, Concord, N.H., unused registration plates and corresponding certificate of registration during 90 days subsequent to issuance, shall be refunded the registration fees collected for the registration.” (Saf-C 501.15 [a]). Considerations: Town fees are different for each town and must be updateable. Multiple transactions for one customer must be allowed before calculating fees, separating each transaction in the fee screen with one grand total.</p> <p>Current system allows a transfer to a financial subsystem process (screen) where the calculated fees (broken down by function code) to be adjusted using selected reason codes from FEEADJCD system table. (Note: Decals are issued here as part of the registration and do not incur an additional fee).</p> <p>Town fees are based on age of vehicle (model year) which determines the millage rate(s) to be applied to the List price (red book price) of the vehicle.</p> <p>Depending on length of registration, split millage rates (using 2 different rates) are possible.</p>

Additional static fees may be added (ie. town clerk fee, reclamation fee, etc.) and can vary by town.

There are also non-fee and low fee registrations (ie. farm vehicles, disabled veteran plates).

Additional static fees may be added (ie. town clerk fee, reclamation fee, etc.) and can vary by town.

The state fees are calculated using a per month fee based on weight categories. In the current system, this fee is maintained in the financial subsystem and is "called" via a function code passed from the application logic. The resulting calculation based on the registration number of months is calculated in the registration application. Additional static fees are also obtained via a function code call to the financial subsystem (ie. initial (vanity) plate fee, conservation plate fee).

Currently, additional town fees are on a town by town basis and with the exception of the town clerk fee are only calculated by the state for those towns that we provide mailers for.

Millage rates are based on the age of the vehicle (model year) and are contained in 2 IDMS system tables: Millage rates by age is REGMILL1 and millage rates by mill rate is REGMILL2.

All data input fields should use technology such as predefined lists, quick reference typing for ease and quick use. Validation and edits should be intuitive and thorough letting the user know what is incorrect and the correct formats for each area.

Operator fee adjustments will not be allowed in the new MAAP system. However, in the case of apportioned vehicles, all fees will be deducted under program control leaving a total fee amount of \$0.00. For phase 1 of the MAAP system, apportioned fees will be entered using the Miscellaneous Revenue screen in the current legacy system.

2.0 **Renewal Registration**

2.8 Enter Payment/Print Registration (Dual Payment)

Description:	Enter Payment Information (Cash, Check, Credit/Debit Card) and ability to Print Registration when the Town and State Portions are separate payments.
Input Data:	Previous Screen's Registration and Fee Information Payment Type (Town) Payment Amount (Town) Payment Type (State) Payment Amount (State) Print (Yes/No) Generate Receipt (Yes/No)
Process:	Enter Payment type and amount and link to Registration. Print completed Registration and update Registration with this information. Print Receipt.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including all Registration Information.
Output Data:	Registration Form 181-S
Business Rules/ Constraints:	Must print all registration information on Form 181-S in the appropriate areas. Receipt must include all pertinent registration information including amount paid. See Logical Design for Credit / Debit Card Processing.

2.0 Registration Renewal

2.9 Registration Batch Renewal

Description: The purpose of the batch renewal process is to notify the towns and cities of upcoming vehicle registrations and to help them prepare for those registrations. The output of the batch process is set of reports sent to the towns and cities or their vehicle registration software vendors. The reports may be printed or on CD-ROM.

Input Data: None – this is a scheduled process

Process: The registration application renewal process is run on the weekend after the fourth Friday of the month. The process is controlled by expiration date of the current registration. The expiration for general vehicles is two months forward, three months for fleet vehicles and one month back for NUMI (low digit) plates.

Master Renewal File and Associated Reports:

Current registrations are checked for expiration dates as noted above. A master renewal file will be created with information to allow for the printing of Registration Renewal Preprints and Mailers and for creation of CD-ROM files for towns and vendors. Two other files are created; one for NUMI expiration reporting and the other for Tractor-Trailer counts updates. At the same time there are two reports “Registration – Vehicle Renewal Exceptions (RVXREN35-1)” and “Registration – Distribution by Plate Type & Expiration (RVXREN35-2).” The next part of the process splits the master renewal file. The TOWNBYP table controls this process of splitting the master file into registration preprints or files for towns and vendors. A Control Report (RVXSEL48) is created to report the counts of registrations to each town or the vendor. The current system will only print registration preprints or create vendor files but not both.

Registration Preprint:

The registration preprint file is used to print the DSMV181 Registration form for the towns that were not selected for town or vendor files. The Registration form is printed in town code order along with a wrapper with starting and ending permit audit number.

NUMI Expiration and Tractor-Trailer Count:

The NUMI expiration file (NUMI plates expired > 30 days) is used to remove the permissions to have NUMI plates. A report is produced of the ones that had the permission removed. This report is used to reassign the NUMI plates. The Tractor-Trailer count file is used to update the number of tractor-trailers by name-key in the IDMS database NAME-AREA.

Registration Renewal Mailers:

Mailers information comes from the master renewal file. Town specific fees are added to the town portion and printed on the Mailers. Mailers have the information to allow the person to send in the correct money for renewal and let the towns finish the process. Along with the mailers a report is produced for the towns to know how the fees on Mailers were calculated.

Interface: No interface is necessary with this system, all pertinent information will be contained in the MAAP database.

Output Data: The output of this process is the following set of reports:

RVXREN35-1

Registration – Vehicle Renewal Exceptions

Renewal errors that will not be on the master renewal file.

Data Fields: Plate Number, Plate Type and Error reason.

RVXREN35-2

Registration distribution by Plate Type & Expiration Month/Year and Number of plates by type to be renewed.

Data Fields: Plate Type, Month, Years and number of renewals.

RVXSEL48

Control Report with Record Counts

Data Fields: number of renewal records being forwarded to towns/vendors, town code, town name, number of renewals, and vendor

DSMD181

Registration Form - This is the preprint registration that is sent to the towns.

Data Fields: Owner name, address, vehicle information, and normal town tax information.

WRAPPERS

Preprint registration transfer to towns – created and sent with DSMD181

This is a one-page report that will let the towns know the forms that are being forward to them along with audit numbers.

Data Fields: Town Name, start and end audit number, and total count.

RVRNUM44

Controlled Plates Expired More Than 31 Days - NUMI plates expired listing in expiration date order

Data Fields: Plate Type, Plate Number, and name and address.

A478 (Mailers)

This is the form that is used by some of the towns to do by-mail registrations.

Data Fields: Town Name, Town Address, Office Hours, Town phone number, Persons name and address, Plate number and type, Vehicle information, State and Town fees.

RVPMLR41M

Mailer (A478) backup calculation report.

This report will show how the numbers for the town fees were calculated.

Data Fields: Name, plate type and number, town fees and totals.

RVPMLR41C

Mailer Cost - the billing cost for the town

Data Fields: town name and cost

Business Rules/
Constraints: N/A

3.0 Title

3.1 Vehicle Information

Description: Enter or retrieve the vehicular information. Verify the information and history to determine if a title can be issued.

Input Data: Vehicle Identification Number (VIN)
Manufacture Year,
Model Year,
Make,
Model,
Fuel,
Cylinder,
Axles,
Color,
Gross Weight,
Title Weight,
Body Style,
List Price,
Purchase Date,
Purchase Type (New, Used, Demo),
Odometer
Brand Indicator (Y/N)
Title Status

Lookup Tables: Make
Fuel (Default 'G')
Cylinder (Default '6')
Axles (Default '2')
Body Style (Default 'Sedan')
Primary Color
Secondary Color

Process: When a data clerk enters the VIN of a vehicle, the information about that vehicle may/may not exist in the MAAP/IDMS database and/or VIN Package.
If it exists, the application should retrieve and display the information to the clerk.
If no information on the vehicle exists, the clerk should be able to enter and save the information into the application.
There are checks performed based on the VIN to retrieve any other pertinent information from external sources (NMVITS check), NCIC and SPOTS.
Since the information maybe pre-populated or entered into the system, when the clerk commits the data to the database, there needs to be a another check with NMVITS/VINPKG to determine that the VIN number indeed corresponds to the make/year/gross weight.

Interface: Link to IDMS (VEHICLE-AREA),
Verification of eligibility, i.e. no suspensions on the Vehicle (VEHICLE-AREA)
(NOTE: VIN is not suspended, Plates are suspended – Registration Dept does this)

IDMS-NMVTIS check (TITLE-AREA),
NCIC check– Verification of Vehicle Status,
VIN Package (Vehicle Information for pre-population).

Output Data: Vehicle Information Populated

Business Rules/
Constraints:

Vehicle Information should be retrievable by Vehicle Identification Number (VIN).
Follow the following hierarchy for retrieval from various sources:

1. MAAP/IDMS database
2. VIN Package
3. NMVITS

If vehicle information cannot be retrieved from any of the above resources, the user has to enter all the pertinent information into the application.

If the vehicle information is not retrieved from MAAP/IDMS database, the information needs to be written to the application. If it is retrieved from the database and any changes are made to the information, the updated record should be stored in the database.

External Checks: VIN would be used to perform checks of the vehicle against external references (NMVITS/SPOTS/NCIC – For details on specs look at NMVITS functionality). The action based on the results received from these sources needs to be determined based on the response time (online or overnight). The VIN Number would trigger a NMVITS enquiry and the clerk does not wait for the response. If there is a theft hit, the examiner would be aware of this when the paperwork comes through to the examiner. The Title Examiner suspends/cases the application.

VIN: It should be 17 digits if Manufacture Year > 1981. For Older vehicles, the and for state assigned VIN's, the length maybe less than 17 characters (usually 12). State assigned VIN's start with state codes (e.g.: NH VIN's are NHxxxxxxxxxx)

Manufacturing Year – This is a 4-character year the vehicle was manufactured.
EDIT CHECK: Manufacturing Year cannot be greater than Model Year.

Make: If the Make of the vehicle is not in the system, then the process of addition is very controlled, as the manufacturer has to meet legal requirements. Title Supervisor adds the name to the list. If this is the case, the clerk enters **truk** for a vehicle or truck and enters **cycl** for a motorcycle

Model: This is an open field with no drop downs.

Color: This is a code from an approved list. If Registration needs 2 colors, that is fine for Titles as this information is only in the database and not printed on the title.

Body Style: Will be a code from the approved body styles

Gross Weight: If the vehicle is utility/camper/boat trailer (vehicles that do not have an odometer and do not have their own power) and weighs equal to or less than 3000 lbs., then the vehicle is title exempt. If weight > 3000 lbs. then it is titled for a

period of 15 years (age of the vehicle). EDIT CHECK: If the above vehicle's CTA is received, that CTA cannot be entered as there should exist edit checks that determine if the vehicle can be titled or not.

Branded (Y/N indicator): If a vehicle has a non-odometer brand attached to it, an indicator on the Additional Title screen reflects this as Y. If no brand is attached, it is an N. This information is retrieved from the brand screen. This is display only at the Additional Title Page as the Title Examiner applies brands to Vehicles.

Title status information is restricted, however, all title clerks and municipal agents can process the surrendering of a title and the state it is surrendered to. For this reason, the surrendered state should be at the Additional Title Information page. All other statuses are handled on a separate screen.

Purchase Date: This is the date the customer bought the vehicle, and may not necessarily be the system date. EDIT CHECK: Purchase date <= system date.

Purchase Type: Can only be one of the 3 choices (New/Used/Demo).

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.2 Seller Information

Description: Enter or retrieve Seller Information

Input Data: Seller's Name (Last, First, MI)
Seller's Legal Address (Street, City, State, Zip, Country)
Seller's Mailing Address (Street, City, State, Zip, Country)
Seller's Phone (XXX-XXX-XXXX)
Seller's Fax (XXX-XXX-XXXX)
Seller's E-mail
Seller's Driver's License Number (ID#) / Corporate ID
Seller's Date of Birth
Dealer Number
Dealer Name
Dealer Address
Prior Title Number
Dealer #
Dealer Type (Utility, Auto, Motorcycle)
Purchase Date

Look Up Tables: Suffix (Default 'blank')
State (Default 'NH')
Country (Default 'United States')

Process: This functionality is a requirement for the Municipal agents. When they fill out a CTA application, they enter the name of the seller. The purpose of this functionality is to be able to print all relevant information on the CTA for the client. There are no suspension checks performed on the seller. Seller can be an individual / corporation / dealer.

Interface: Interface to appropriate area in IDMS for retrieval and update of Person / Corporation/ Bond Dealer (Type of 'X')

Output Data: Seller Information Populated

Business Rules/
Constraints: The Seller of a vehicle can be any one of the following:
1. A private party (individual) sale
2. Dealer Sale
3. Corporate Vehicle sale

This is an optional screen in the flow of events for CTA. M/A usually fill this information. This information should be retrievable from the MAAP/ IDMS database if the seller exists in the system. If the seller is not retrieved from the system, the M/A will enter the data to populate the information on the screen, however, the seller information is not created in the MAAP database. The following components would be used to retrieve the information for the seller:
1. Last Name and DOB

2. Bonded Dealer (Dealer Type = X)
3. Corporate Name or Corporate ID

Prior Title Number: This is the previous title number of the vehicle purchased.

Prior Title State: The state the previous title was issued.

Prior Title Country: The country the previous title was issued.

(These data elements exist in the Additional Title Screen)

The above information (Prior Title/ State/ Country) is either auto populated or entered into the system.

Pre-populated: This occurs if the vehicle exists in the MAAP/IDMS database or NMVITS. Based on the VIN number, the title number, state, country would be populated.

Data Entry: This would occur if the vehicle is not in the MAAP/IDMS database or NMVITS, there is no existence of this record and this data will be entered.

There is no system verification/validation at this point.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.3 Owner Information - Person

Description:	Enter or retrieve the Owner's Information and determine if titling can take place (i.e. Owner does not have a Financial suspension). Identify any changes to demographic information and update as needed.
Input Data:	Owner's Name (Last, First, MI) Owner's Legal Address (Street, City, State, Zip, Country) Owner's Mailing Address (Street, City, State, Zip, Country) Owner's Phone (XXX-XXX-XXXX) Owner's Fax (XXX-XXX-XXXX) Owner's E-mail Owner's ID Number (Driver's License Number) Owner's Date of Birth Owner's SSN Information Release Waiver Date Direct Marketing Waiver Date Joint Tenancy Indicator Conjunction (only in the case of an Additional Owner) Lock Code
Look Up Tables:	Suffix (Default 'blank') State (Default 'NH') Country (Default 'United States') Residency Status (Default 'blank') Conjunction (Default 'And') Lock Code
Process:	Retrieve/input data into the system and send to check against MAAP database to verify/update owner information. The application would check for any outstanding financial suspensions (IDMS database) on all Owners. As the person information is retrieved from the system, if there exists a credit memo/short slip/Protested Check for the Owner, this is also displayed at this time. The option at this time for the clerk is <ol style="list-style-type: none">1. Protested Check: no further processing. Notify the User to contact Business Office (Tel No: xxxxxxxxx) to resolve the issue.2. Short Slip: Notify the user of the existence of a short slip and the amount.<ol style="list-style-type: none">a. Continue the process with a supervisor override after if they want to resolve it within this transaction.b. Canceling out the transaction if the user does not want to resolve this at this time/transaction3. Credit Memo: Notify the user of the existence of a credit memo and the amount.
Interface:	Interface to Name-Area in IDMS for retrieval and update of Person information.

Interface with Financial subsystem to verify any outstanding financial obligation by the owner (Protested Check / Short Slip)

Output Data: Owner Information is populated on the Owner Screen either pre-populated or data entry. This (new/updated) information will be stored in the MAAP/IDMS database.

Business Rules/
Constraints: Owner Information should be retrievable by any or all of the following components

- Owner's Last Name
- Date of Birth

Deceased Person Verification: Verify/check to make sure this truly is the person and that the person is not reported deceased by SSN or ID number. If Deceased indicator is set to Y, then the application should provide a warning with a supervisor override. The clerk also has the ability to activate a deceased indicator (set to 'Y') if they have the documents (death certificate) to prove the same.

JTWROS: This is a data entry field. Possible values are Y/N. Must capture Joint Tenancy with rights of Survivorship information if indicator is set to Yes on the CTA. JTWROS also prints on the titles as JTWROS.

Conjunction: The conjunction of And/Or only exists if there is an additional owner to the vehicle. This is important information for Printing of the Title as AND/OR is printed on the title.

Conjunction/JTWROS EDIT CHECK:
If Conjunction is AND, then JTWROS maybe Y or N.
If Conjunction is OR, then JTWROS is always Y.

Creation of ID number: If the Owner does not exist on the system (IDMS/MAAP), this screen will be used to add the information. The ID Number is also the NH Drivers License Number and is automatically generated. The rules need to be consistent with the rules on IDMS system.

SSN: this is an optional information to be captured on an individual.

Additional Owners: If there is more than one owner on the Title application, all other owner's information must be captured and requires all owners signature on the application. This functionality is also used to add any additional owner (Person) information for a vehicle. The sequence of presence of additional owners does not imply any legal rights. All additional owners have equal rights. After entering all the owner information, the user has the ability to re-sequence the owners. This does not have an impact on Title processing (as long all owners on Title and Registration match, the order does not matter) however, it is required in the registration process.

Financial Suspension: When a persons record is retrieved from the MAAP/IDMS database, the clerk needs to be aware of any financial violations. Except for Protested check violation – which is a show stopper – all other violations would still be able to continue the process due to the absence of a customer during title processing. However, all violations will be displayed and will have "Supervisor Override".

For a CTA, only one VIN and Owner combination is allowed at any given point in time. A vehicle may only be sold (legally) if it's NH title status is VA. If it is titles in NH and title status is not VA, the system will not allow for the process to continue.

Lock Code: This is a drop down to determine the status of the title being mailed.
Possible values are

1. MR (Mail return): When the title, which was mailed to the Owner, is returned to the Bureau of Titles, the title is marked MR by a clerk in Hazen Drive. Access to Hazen drive title bureau employees only.
2. PK (Pickup): When the Owner requests that the title will be picked up, the clerk marks it as PK and it is printed but not mailed.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.4 Corporate Vehicle

Description: Corporate Vehicle w/ Primary Driver (Optional)

Input Data: Corporation Name
Corporation Legal Address (Street, City, State, Zip, Country)
Corporation Mailing Address (Street, City, State, Zip, Country)
Corporation Phone (XXX-XXX-XXXX)
Corporation Fax (XXX-XXX-XXXX)
Corporation E-mail
Corporation ID
Corporation FedID
Primary Driver Name (Last, First, MI)
Primary Driver Legal Address (Street, City, State, Zip, Country)
Primary Driver Mailing Address (Street, City, State, Zip, Country)
Primary Driver Phone (XXX-XXX-XXXX)
Primary Driver Fax (XXX-XXX-XXXX)
Primary Driver E-mail
Primary Driver ID Number (Driver's License Number)
Primary Driver Date of Birth

Process: Retrieve/input data into the system and send to check against MAAP database to verify/update Corporation information. The application would check for any outstanding financial suspensions (IDMS database) on all Owners. As the Corporation information is retrieved from the system, if there exists a credit memo/short slip/Protested Check for the Owner, this is also displayed at this time. The option at this time for the clerk is

1. Protested Check: no further processing. Notify the User to contact Business Office (Tel No: xxxxxxxxx) to resolve the issue.
2. Short Slip: Notify the user of the existence of a short slip and the amount.
 - a. Continue the process with a supervisor override after if they want to resolve it within this transaction.
 - b. Canceling out the transaction if the user does not want to resolve this at this time/transaction
3. Credit Memo: Notify the user of the existence of a credit memo and the amount.

A Corporation that has a mailing and legal address that is not in NH is required to have a Primary Driver who has a NH mailing and/or legal address

Interface: Interface to Name-Area in IDMS for retrieval and update of Corporation information.
Interface with Financial subsystem to verify any outstanding financial obligation by the owner (Protested Check / Short Slip)

Output Data: Owner Information is populated on the Owner Screen either pre-populated or data entry. This (new/updated) information will be stored in the MAAP/IDMS database. Primary Driver Information is also displayed on the screen.

Business Rules/
Constraints:

Corporation Information should be retrievable by

- Corporation Name and/or
- Corporation Address
- Corporate ID

Primary Driver Information should be retrievable by

- Drivers' Last Name
- Drivers' First Name
- Date of Birth
- Drivers' License Number (ID#)
- Mailing Address
- Legal Address
- Phone

Deceased Person Verification: Verify/check to make sure this truly is the person and that the person is not reported deceased by SSN or ID number. If Deceased indicator is set to Y, then the application should provide a warning with a supervisor override. The clerk also has the ability to activate a deceased indicator (set to 'Y') if they have the documents (death certificate) to prove the same. This person cannot be associated as a Primary Driver of the Vehicle.

For a DBA vehicle, the DBA is never listed as the primary owner.

Rules around DBA/Corp/Lease/Lien:

1. If DBA = 'Y' then DBA is always second name on the Title. The first is either a corporation or individual. If another individual exists then that name is in the third position and conjunction is required.
2. If Corp = 'Y', then corporation name is first and second name can be for a corp. or an individual (primary driver). NOTE: If CORP = 'Y' and address is out of state (STATE <> NH), then the primary driver needs to have a NH address (mail or legal). Also Note that if CORP is a second owner on a vehicle then CORP <> 'Y'.
3. If Lease = Y, then CORP. <> Y : This means that if a corporation leases a vehicle, then the lease company is the primary owner and CORP is the secondary owner, hence Lease = Y takes precedence.
4. If Lease = Y, then DBA / CORP <> Y and Conjunction is blank.
5. If Lease = Y, then only 1 individual is on the title, even if 2 are on the CTA. If 2 names are on the CTA, the one of least resistance is chosen (the individual that is in the system is chosen even if the name is second on the CTA OR if both are in system, then the one that exists first on the application is entered. If none of the names in the system, then again the first individuals information is added)
6. If Lease = Y, same corp. cannot be a Lessee and a Leasor. Current system does no check on this – manual check.
7. There can be more than 1 lien provider on an application. HOWEVER, the same loan provider cannot be on an application more

than once. In the current system – it allows this but the examiner reviews this situation – manual check.

Creation of ID number for the Corp: If the Corporation does not exist on the system (IDMS/MAAP), the clerk does not add the corporation to the database. The file is suspended and a Supervisor enters the corporation name to the table before the process can restart.

Creation of ID number for the Primary Driver: If the Owner does not exist on the system (IDMS/MAAP), this screen will be used to add the information. The ID Number is also the NH Drivers License Number and is automatically generated. The rules need to be consistent with the rules on IDMS system.

Primary Driver requirement: If CORP = Y (this is an implicit 'Y' since corporation data is being entered) and Address for the Corp. is out of state (<>NH), then there is a need for a Primary Driver information to be captured. The Primary Driver needs to have either a mailing or Legal Address of NH.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.5 Lien holder Information

Description: Retrieve information regarding the Lien Provider and assign the Lien Provider to the Title

Input Data: Lien holder Name
Lien holder ID#
Lien holder address
Date of Lien

Process: Populate Lien holder Information and determine if member of ELT program.

Interface: No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Lien holder Information.
Need to determine if any interfaces are required after ELT functionality is in LD.

Output Data: Lien holder details are displayed on the Screen and associated to the Title.

Business Rules/
Constraints:

Lien holder Information should be retrievable and pre-populated by

- Lien holder Name and/or
- Lien holder ID#.

If more than one Lien holder is retrieved, the clerk has the ability to select one. Lien holder information at the M/A level is only retrievable and application input. M/A may not append/modify, or add to the database, these changes may only be done at the title department level.

Multiple Lien Holders: There may exist multiple lien providers on a title application. The clerk has the ability to add all these and attach it to the CTA. The Title is mailed to the Lien holder that is first (primary) on the application.

The clerk needs to be able to retrieve the Lien information, however, if the lien provider is not retrievable (does not exist in the system), the clerk may/may not have the security to add the Lien Provider to the system. The application needs to be able to suspend and then retrieved later once the Lien Provider is added to the system through the Lien Provider Management System.

A Lien Holder is always the primary (first) owner of the vehicle.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.6 Lease

Description: Lease Information for Vehicle being Titled

Input Data: Lease Company Name
Lease Company Legal Address (Street, City, State, Zip, Country)
Lease Company Mailing Address (Street, City, State, Zip, Country)
Lease Company Phone (XXX-XXX-XXXX)
Lease Company Fax (XXX-XXX-XXXX)
Lease Company E-mail
Lease Company ID#

Process: Retrieve/Insert Lease Company Information.

Interface: Interface with Financial subsystem to verify any outstanding financial obligation by the owner (Protested Check / Short Slip)

Output Data: Leasing Company Information Populated in the Screen and attached to the CTA.

Business Rules/
Constraints: Leasing Company Information should be able to be retrieved and pre-populated by

- Lease Company Name and/or
- Lease Company ID#.

There exists only 1 leasing company on one title application.

EDIT CHECK: A leasing company (same Lease company ID#) cannot be lessor and the lessee.

In the case of a leased vehicle, the Leasing Company is the first name on the title and the lessee is the second name on the title. 'Lessee' and 'Lessor' are printed on the title.

If a short slip/credit memo exists for the leasing company:

- If the leasing company is a lesser, the short slip/credit memo info should not be displayed. The short slip/credit memo will be displayed for the lessee.
- If the Leasing company is the owner of the vehicle, then it would generate a short slip/credit memo information.

Insert a Lease Company: The application would encourage the clerk to search for a leasing company, however, if none found, they would be able to add a company. The Clerk does not have privileges to change/edit any information on a leasing company that already exists in the system.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.7 Title for a Salvage Vehicle

Description:	The title process for a Salvaged vehicle is different than a regular vehicle and is handled through a separate screen.
Input Data:	Salvage Title Number VIN Loss Type (Damaged or Theft) Previous Title Number Previous Title State Previous Title Country Previous Title Type (Original/Duplicate/Salvage) Odometer Odometer Brand Date of Purchase Comments Section (Used for Insurance Company Reference Number).
Lookup Tables	Title Type (Original/Duplicate/Salvage)
Process:	Retrieve/Insert all the vehicle and previous title information
Interface:	Link to IDMS (VEHICLE-AREA), Verification of eligibility, i.e. no suspensions on the Vehicle (VEHICLE-AREA) Interface with Financial subsystem to verify any outstanding financial obligation by the owner (Protested Check / Short Slip) NMVTIS check, NCIC check– Verification of Vehicle Status, VIN Package (Vehicle Information for pre-population).
Output Data:	Salvage Title Number.
Business Rules/ Constraints:	<p>When a data clerk enters the VIN of a vehicle, the information about that vehicle may/may not exist in the MAAP/IDMS database and/or VIN Package. If it exists, the application should retrieve and display the information to the clerk. If no information on the vehicle exists, the clerk should be able to enter and save the information into the application. (Link to the Vehicle Screen – perform all checks and functions of the vehicle screen) There are checks performed based on the VIN to retrieve any other pertinent information from external sources (NMVITS check), NCIC and SPOTS. Since the information maybe pre-populated or entered into the system, when the clerk commits the data to the database, there needs to be a another check with NMVITS/VINPKG to determine that the VIN number indeed corresponds to the make/year/gross weight.</p> <p>Salvage Screen will use Owner (Corporation) Information and Vehicle Information from IDMS/MAAP to retrieve the respective fields.</p>

The Examiner changes the current owner and adds the Insurance Company as the new owner of the vehicle. A salvaged vehicle needs to be titled by an Insurance Company (there is no indicator on the dB to determine if a corporation is an Insurance company)

Previous Title Number/State/Country: If the VIN returns a hit (from MAAP/NMVITS) regarding the prior title information, this should populate the prior title number/state/country fields.

Previous Title Type: The options are Original/Salvage/Duplicate.
EDIT CHECK: If salvage is chosen then a message needs to be displayed that stops the processing or clerk needs to choose a different option.

A Vehicle can not be registered if it is a salvaged vehicle.

The comment section is printed on the Salvaged Title.

A salvage title is only \$10.

Purchase Type: EDIT CHECK/EDITABLE DEFAULT - Salvage Vehicles are always Used.

Loss Type: Damaged or Theft

Leased: A salvage Vehicle will never be leased.

Lien Holder: Salvage Vehicle will never have a Lien

Additional Owners: No additional Owners allowed

The title for a salvaged car is always in the name of an Insurance Company.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.8 Issue a Duplicate Title

Description: Print a Duplicate Title

Input Data: Previous Title Number
VIN
Reason for Duplicate (Stolen, Lost, Destroyed, Mutilated, Become Illegible, Lost in the Mail, Never Received)
Lien holder/Joint Ownership release indicator.

Lookup tables: Reason for Duplicate

Process: The clerk retrieves the information on the previous Title and updates some information and adds the reason to request the duplicate.
A duplicate title gets assigned a new title number from the inventory.
This new Title Number is attached to the old number which is kept in history.
There is a fee attached to this process (\$10)

Interface: Inventory: new title number issued to the vehicle.
NMVITS check
Interface with Financial subsystem to verify any outstanding financial obligation by the owner (Protested Check / Short Slip)

Output Data: Duplicate Title with new title number

Business Rules/
Constraints:

Retrieve all title information by any combination of the following

- Title number
- Last name
- First Name
- DOB
- Mailing address
- Legal Address
- VIN

and prepare for issuing a duplicate title. Verify that Original Title was printed.

Duplicate Title requests are made on a DMV form.

Before a Duplicate Title can be issued, it is manually ascertained if the title was issued and was sent out to the owner on record. If this is the case, then all the details regarding the title are retrieved.

The data entry clerk is only allowed to change the following within this request:

1. Vehicle information except for VIN

All previous information regarding Owner, Vehicle, Lien holder and Title should be pre-populated from the previous Title Number information.

There can be no changes to ownership when requesting a Duplicate Title. If the vehicle has joint ownership and/or a Lien holder, there must be a Lien holder release signature (to be verified by the examiner – not captured as a data element in MAAP)

VIN numbers should match on Previous Title and New Title.

The title numbers and statuses are attached to the VIN of the vehicle and always kept in history.

Duplicate Title can only be requested by the primary owner or Lien holder of the vehicle. If the Title has a lien attached, then there should be a lien holder release along with the request for duplicate if the owner is applying or a NH dealer with the owners consent. If it is not attached, the application is suspended unless the requestor can provide the lien release signature.

Reason for Requesting Duplicate: Currently, the system does not capture the reason for a duplicate title request, however, the reason exists on the application that an owner fills in to request a duplicate title. This reason needs to be captured in the MAAP system. The following are the reasons to request a duplicate title:

1. Stolen
2. Lost
3. Destroyed
4. Mutilated
5. Illegible
6. Never received
7. Blank (the owner did not provide a reason for requesting a duplicate)

Pre-populate the Blank reason, as this is the most common one.

The examiner verifies the duplicate application before it is sent to printer.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.9 Calculate Fees – Municipal Agent/DOS

Description:	Determine Fees for all Title processes.
Input Data:	There is no data input on this screen/functionality. The fee is calculated based on the action(s) performed that result in a fee payment.
Process:	Determine Fees for Title by the actions performed for the client.
Interface:	Interface with IDMS - Financial Area to determine the fee structure/components for DOS and M/A
Output Data:	<p>The line item charges for the actions performed for the client. Also any additional line items that may be specific to the town to collect any fees if the action is performed at the town.</p> <p>The short slip (number and amount) would also need to be displayed as a line item if the user accepted to pay this amount as part of this transaction.</p> <p>Credit Memo: will be one of the payment types. If a credit memo exists for a person, this number and amount gets auto populated, however, a person may choose not to use this credit memo for this transaction, so it clerk should be able to delete the number. Amount should not be editable, but only retrievable.</p> <p>The Total for DOS and the Town should be shown separately.</p>
Business Rules/ Constraints:	<p>After all appropriate Title Information has been entered, system should determine Fees based upon what action was taken (i.e. duplicate, Title application, etc.)</p> <p>Multiple transactions for one customer must be allowed before calculating fees, separating each transaction in the fee screen with one grand total.</p> <p>There is a title fine if title application is submitted 30 days or more (by a Dealer) after the purchase date of the vehicle. This is handled as short slip for the dealer as it is part of a batch process.</p> <p>The following fees are related to the Title Dept.:</p> <ul style="list-style-type: none">• New Application - \$25• Salvage vehicle - \$10• Research Titles on a VIN for a client: \$20 (currently done in Misc screen?)• Salvage Decal: \$50• Duplicate Title : 25• Reprint Title: No fee• Surviving Spouse: No fee• Name Change: No fee• Correction: No Fee• Municipal/ Government Owned Vehicle: No Fee

The following fees exist if the CTA is initiated by M/A:

- State Processing Fee: \$2

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.10 Enter Payment/Print Receipts/CTA/ Short Slips/Credit memo

Description: Enter Payment Information (Cash, Check, Credit Card) and ability to Print Receipt

Input Data: Payment Method (Cash, Credit Card, Personal Check, Travelers Check, Credit Memo)
Payment Amount
Generate Receipt (Yes/No)
Print CTA (Yes/No)
Comments Section (To enter documentation that will be sent to DOS).

Process: Enter Payment type and amount which must be linked to CTA. Ability to print a receipt for the customer and/or print CTA, short slip and credit memo.

Interface: To validate a check and to print a '**RING LINE**' at the bottom of the CTA application, currently the system interfaces with an IBM machine that performs this role. A MAAP compliant printer needs to be identified and integrated for this process to continue.
Interface with Financial Subsystem: this area controls information for the Ring line.

Output Data: Title Application Receipt. Populated Title Application (CTA) from the M/A to be forwarded to DOS Title Office.
Ring Line information
Ability to generate a short slip/credit memo
Check validation

Business Rules/
Constraints:

Receipt must include the following information for the client:

- Owners Name
- Owners Address
- VIN #
- CTA#
- Amount Paid
- Method of Payment
- Date of Payment
- Location of Payment.

The process to validate a check and print a ring line at the bottom of the CTA application is not addressed. The information that is printed currently is

1. DOS Acct Number
2. Dept of Safety
3. Dealer # (if batched)
4. Date of batch (if batched)
5. CTA #
6. short slip # (if applicable)
7. User Id #
8. Sequence of processing in a day (number)\

- 9. Location code
- 10. Amt. processed.

This function also needs to generate credit memos/ short slips for cases where a customer has over/under paid.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.11 Batch Entry – Title Dept. Only

Description: Ability to enter and track title applications and payments from NH Lenders, Bonded Dealer's and Offline Municipal Agents.

Input Data: Municipal Agent #/Dealer#/ Lien Holder ID#
Agent Type (Dealer/Lien holder/Municipal Agents)
Dealer Type (Utility/Auto/Motorcycle)
Check Amount
Check Number
Date Received at DOS
Type of payment: check /cash /credit card /credit memo/travelers check

Look up tables Agent Type
Dealer Type

Process: Link Title Applications to a specific Dealer or Lender with the date the batch was received. The Batch can be opened and accept money from the dealer and then suspended until further processing or the clerk has the option of entering CTA's at the same time.

Interface: IDMS-Dealer Subsystem.
IDMS Agent Subsystem
IDMS-FIN MEMO AREA to retrieve any Financial violations
IDMS Financial Area to write back the financial transaction for the batch.

Output Data: No physical output. Database updated to link CTA to Dealer or Lender.

Business Rules/
Constraints:

The purpose of this screen is to batch the work coming in from Dealers, Lien holders and those Municipal Agents that are not on-line.

Must keep track of the amount for the batch and subtract from the amount when the title application is entered. If any title application is received 30 days (from a Dealer) past the date of purchase a fine is attached to the title application and tracked to the dealer.

Lien holder batch processing is the processing of several applications being processes under one Lien holders name.

30 day overdue penalty: This monetary fine is a result of the dealer submitting an application for titling (CTA) more than 30 days after the purchase of the vehicle (If batch date - purchase date > 30 days). The supervisor performs this process and currently the letter to the dealer is mailed out once a month.

Batch process can only be performed if it is open.

The following are the possible options

1. Open
2. Suspended
3. Close

Only New Title Applications can be done in Batch Mode.

The batch process is initiated within a day of receiving it in the Title Dept. At that time, the Batch is opened by entering all the above mentioned data elements and the money is accepted. At this time the batch is suspended as CTA's will not be processed until 30 days later (backlog). After approx 30 days, the batch is opened again and CTA's processed. It is not necessary that the same clerk that suspends a batch needs to open a batch.

A batch can technically perform all functions that initiates an application (CTA/Duplicate/Salvage/Name change etc). Late fee is attached only to CTA from a Dealer and Lien holder.

Within the same day, there should be a provision to open a suspended batch and attach more money to that batch. This is possible only if the system date and the 'Date Received in DOS' is the same. If this is not the same, then the system should not allow it to attach to an existing batch.

The batch can be processed for 3 entities

1. Bonded Dealer (Dealer type = 'X')
 - a. Auto (A)
 - b. Motor cycle (M)
 - c. Utility (U)
2. Municipal Agent
3. Lien holder Company

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.12 Batch Balancing – Title Dept. Only

Description:	Closing out of an Open/Suspended batch
Input Data:	Agent #/Dealer # Comments
Process:	Link Title Applications to a specific Dealer or Lender to balance the agent/dealers entered amount during Batch Entry. If the batch does not balance, the clerk should be able to close the batch by creating either a short slip or a credit memo.
Interface:	Interface with the Dealer subsystem. Interface with Financial subsystem to record the transaction and generate a credit memo / short slip
Output Data:	Database updated to link CTA to Dealer or Lender
Business Rules/ Constraints:	<p>The purpose of this screen is to track the entry of title applications batched by dealer and/or agent. Must keep track of the amount for the batch and subtract from the amount when the title application is entered. If any title application is received (received date is from entry of Enter Batch screen and not when the actual title application is entered) 30 days past the date of purchase (from a Dealer) a fine is attached to the title application and tracked to the dealer.</p> <p>The batch can be closed if there is no remaining amount in the batch or if there is excess/less money, then by generating a short slip/credit memo to the Dealer.</p> <p>When a batch is closed, it cannot be reopened.</p> <p>Format of data to be entered should be either provided by an example or should be auto formatted.</p>

3.0 Title

3.13 Title Examiner Approval/Suspension

Description:	Display New Title Application/ Duplicate Title/ Salvage Title Information, retrievable by CTA Number/VIN Number/Title Number for Title Examiner Review. Allowing entry of Lien holder Information, suspension or approval and generate a suspension letter.
Input Data:	VIN Number CTA Number Brand Information (24 choices including flood, homemade and rebuilt) Lien holder Information Approval/Suspension Status Online/Batch Print of Title Case Number
Process:	Retrieve Title Application by CTA number/VIN/ Title Number (in case of Duplicate Title Review) and display Title Application Information on the screen for Title Examiner's review. Title Examiner will correct any information necessary. Enter Lien holder information if necessary. Entry of Approval/Suspension Status. If suspended go to suspension letter screen. If Approved send to print queue or print online. This function is also used to correct/update VIN number or other information on a vehicle, owner and any other information - as long as the title has not been issued.
Interface:	IDMS-Name Area IDMS-Vehicle Area NMVITS check
Output Data:	Online prints of Title
Business Rules/ Constraints:	All information entered by the clerk pertaining to this CTA/Duplicate/ Salvage application vehicle, seller, and owner must be retrievable, with the ability to update. User must have the ability to send to Queue, Print Online, or Not to Print. Case #: If the case number field is not blank, then the title cannot be issued. Case number is a free flowing field. It means that the title application is on hold for some reason. There are no standard codes – it is a field used internally within the Title dept. to put an application on hold. The case number is deleted and the application can be titled. No record of this needs to be stored (i.e.: case number is held only until it is deleted. Once deleted, it is not required to be kept for audit/history etc. Any examiner can enter a case number and any examiner can remove it – it is not pertinent that the same examiner needs to remove the case number who added the case number. Case number hold is different than suspense of an application.

Suspense is due to insufficient documentation from the client while hold is examiner related further investigation.

Suspension of CTA: A CTA can be put under suspension due to lack of documentation by one or more of the parties involved in buying/selling of the vehicle. The examiner needs to issue a suspension letter (3.20) if a CTA has been suspended. To remove an application from the suspense mode, the examiner needs to resolve suspensions independently from the suspension letter screen. The Examiner should also have the ability to resolve ALL suspensions from the Examiner page (Suspension indicator set to N). This should resolve ALL open suspensions for that CTA. If Suspension='Y', then the application should not be allowed to be approved.

Abandoned / Mechanics Lien : The possible values are N, A(abandoned) and M (Mechanics). Default is N. If A or M, the title CANNOT be issued.

Title Status: A new Title on a current vehicle can only be issued if the current title is in the following status.

1. VO: the prior title must be VA. Only VA and AS will be acceptable for a new application.
2. AS
3. SU
4. NS
5. RV

Table: TITLSTAT for status
TITLSUSP for suspension codes

Print Indicator: Print indicator on the Examiner screen denotes if the Title was printed and in what option (Online/Batch)

Vehicle Merge: This is a terminology that is specific to IDMS, however, functionally it merges the existence of 2 vehicles that are in-fact identical, but an erroneous VIN created this situation. In MAAP, the functionality is handled, albeit differently and should not be referred to as "Vehicle Merge". This is termed a "Correction"

This would exist in the following scenarios:

CASE 1: Correct VIN and incorrect VIN do not exist in MAAP/IDMS/VIN Package – In this case, the clerk entered a wrong VIN and attached all the information to this vehicle. Correct VIN does not exist on the system. The examiner corrects the VIN number and deletes the incorrect VIN.

CASE 2: Incorrect VIN is entered and no vehicle is retrieved, however, the correct VIN exists in the system. In this case, the Examiner would determine if the vehicle is indeed the same and then determine any dependencies on the new VIN (owners, sellers, lien holders, leasing corp., suspensions etc). If there are none, then delete the incorrect VIN and proceed with the existing information in the application.

At this point the Examiner either approves or suspends the CTA. If approved, the next in line Title Number is received from the system generator and attached to the application.

Seller information is used in the case of a NH registered vehicle and owner. In this case the Title Status would need to change for this previous owner.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.14 Suspension Letter

Description:	Display Suspension Letter with Pre filled Information, Add Comment Codes and a Comment section
Input Data:	Suspension Codes Suspension Comments Examiner's Comments Resolved indicator
Process:	This functionality allows the Examiner to generate Suspension Letters based on the suspense codes selected and the ability to add additional comments. It also allows for the Examiner to resolve suspensions on the suspended CTA.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Information.
Output Data:	Send Suspension Letter to queue or print on demand.
Business Rules/ Constraints:	<p>Title clerk should have the ability to send out multiple letters, to different entities (Owner/Lien holder/Dealer/Other), that are associated with the vehicle being titled from this screen. Each letter should have the ability to be unique from the other letters printed. Default should send the suspension letter to queue. User should have the ability to print out the suspension letter on-demand.</p> <p>The letters are generated based on 44 suspense codes in the current system. Along with the suspense codes, the title examiner has the ability to enter text to personalize the letter regarding the reason of suspension and the resolution required for the same.</p> <p>One suspension letter may be sent to more than 1 recipient.</p> <p>Address Override : Currently the system allows for address override. This may be under several circumstances and is different than legal and mailing address. The Examiner types in the new address where the letter needs to be sent. This does not change any of the addresses (mailing address, legal for any entity) in the system, however, this new address is persistent on this screen. This is required as an audit trail for the clerk to mention in case of an inquiry to what address was the suspense letter mailed.</p> <p>A title application (CTA) can have several reasons for suspension. Each suspension has a resolution indicator. There is also one resolution indicator on top of the page. This is Y (Suspension) if any suspension reason /code is outstanding (unresolved). This general application indicator is also visible on the title examiner screen. However, it is editable on the Examiners screen, as the examiner wants to un-suspend an application on that screen rather than going to suspension screen to resolve all the suspensions. It is assumed that if the Examiner (on the examiner screen) edits this field as N (remove suspension), then all the reasons on the suspension page will be resolved.</p> <p>The user does not want to keep a history of suspensions. So when a suspension is resolved, it may be deleted from the database.</p>

The suspension letters need to be printed either online (on-demand) or as batch process. There should be an indicator to denote that the letter was printed and date?

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.15 Print/Send Title Information

Description:	Sets up queue to Print all Title Information Pages, Titles for Titles without Lien holders and Lien holders who are not a member of the ELT program. This print request can also be for on-line (real time) printing. Send Title Information Page to members of the ELT program. Requirements for this would be handled in detail by the ELT functional requirements section. This function is also for printing new/duplicate/reprint titles along with Suspension Letters.
Input Data:	Date of Issue (System Date)
Process:	Set up and prepare all print queues for the day's work. Print Title Information Pages for the day's work. Title Information pages is the same information printed on the title , but on a blank page for filming purposes. Check each title for Lien holder information. If no Lien holder, print Title, if Lien holder is a member of the ELT program, electronically send Title Information to Lien holder, else print Title.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Information.
Output Data:	Title Information Pages (hard copy), Titles
Business Rules/ Constraints:	Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.16 View CTA/Title

Description:	Ability to view any CTA or Title throughout the process
Input Data:	CTA Number VIN Owner's Name Owner's Date of Birth Title Number
Process:	Enter CTA or Title Number to retrieve the Title Application or Title for viewing of all information, including suspension status, print status, etc. Clerk should have the ability to do a direct NMVTIS, NCIC search by VIN.
Interface:	Title System Pre-1991: This is not an electronic interface in MAAP, but all information on titles older than 6 million will be retrieved and researched on the "Old" Title System Pre-1991.
Output Data:	All relevant information entered for the Title Application or the Title with History.
Business Rules/ Constraints:	<p>This screen should be accessible to all M/A's and Title Department Staff. All history including previous owner, previous title history, vehicle history, and owner history, and all title activities should be viewable from these screens.</p> <p>Format of data to be entered should be either provided by an example or should be auto formatted.</p>

3.0 Title

3.17 Maintenance

Description: Ability to perform various title maintenance functions

Input Data: CTA Number
VIN
Owner's Name
Owner's Date of Birth
Title Number

Process: Enter CTA, Title Number, and VIN to retrieve the Title Application or Title for maintenance for one of the following:

Issue Salvage Decals (Salvage Decal #, issue date)
Title Status (VA-Valid Title, SU-Surrender/including State surrendered to, AP, VO-Void, NS-Not Surrendered, Junk,)
Merger/Duplicate VIN control
Title Bond
Title Case
This function is also used to correct/update VIN number or other information on a vehicle.

Vehicle Merge: This is a terminology that is specific to IDMS, however, functionally it merges the existence of 2 vehicles that are in-fact identical, but an erroneous VIN created this situation. In MAAP, the functionality is handled, albeit differently and should not be referred to as "Vehicle Merge". This is termed a "Correction" This would exist in the following scenarios:

CASE 1: Correct VIN and incorrect VIN do not exist in MAAP/IDMS/VIN Package – In this case, the clerk entered a wrong VIN and attached all the information to this vehicle. Correct VIN does not exist on the system. The examiner corrects the VIN number and deletes the incorrect VIN.

CASE 2: Correct VIN exists in the system, Incorrect VIN has the same vehicle attached to it – In this case, the Examiner would determine if the vehicle is indeed the same and then determine any dangling dependencies on the new VIN (owners, sellers, lien holders, leasing corp., suspensions etc). If there are none, then delete the incorrect VIN and proceed with the existing information in the application.

Interface: No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Information.

Output Data: Update of the Title entity and the database.

Business Rules/
Constraints: Reprint Title: A title is reprinted if an employee of the Title dept. makes an error in the title process. There is NO FEE charged in this case and the Title is printed online again. The title number is the same in this case as the previous one. The following entries can be changed during reprint - any vehicle info except for VIN. If Owner, lease or lien information changes, all fields are open for correction. This

is a secured page and is used only if in the initial application data entry, the owner, lien or lease information is entered incorrectly. NOTE: Duplicate Title is different than Reprint Title

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.18 Branding of a Vehicle

Description: Branding of a Vehicle: Currently there exist 25 brand codes for Vehicles. Branding a vehicle provides additional information about the Vehicle. There exist 2 types of Brands: Brand code 1-4 and 25 are called Odometer brands (also called Mileage Brands). Other brand codes are non-odometer brands.

Input Data: VIN Number (For Title by Vehicle)
Owner's Name,
Owner's Date of Birth (For Titles by Owner)
Bond Date (if bonded brand)

Process: the Title Examiner, during the examiner review process, assigns The Brand of a vehicle.

Interface: No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Information.

Output Data: Results fetched from the database.

Business Rules/ Constraints: The Odometer brands can be entered on the Title Examiner screen, however, for branding a non-odometer brand, the Examiner has to go to the Brand screen to brand the vehicle. Brands 1-4 and 25 are odometer brands and may be changed, however, all other brands once assigned should NEVER be allowed to change – supervisor override capable. There exists a branding fee for only 1 type of Brand – 05 – and the fee for this is \$50. which is taken by the clerks at the substations this one function will need to be accessible to all clerks update salvage decal # just like the surrender function all clerks do this function/ There is a relationship with the Vehicle Information screen and the Brand screen as data elements entered on the Brand screen would pre-populate data elements based on information entered on the Brand screen. The following are 2 rules around this :
On Vehicle Brand screen if decal number is populated, then Brand is 05
If Bond date is entered on Vehicle Information screen, then the Brand is 12.
Edit Check: If Brand is 01 (new vehicle) then odometer reading ≥ 0

Brand screen shows only non-odometer brands assigned to a vehicle.

If a vehicle has a brand attached to it, an indicator on the vehicle screen reflects this as Y. If no brand is attached, it is a N.

Format of data to be entered should be either provided by an example or should be auto formatted.

3.0 Title

3.19 Lien Provider Management System

Description:	The purpose of this functionality is to provide the Title Department with the ability to maintain the latest information on the Lien Providers
Input Data:	Lien Provider ID Lien Provider Name
Process:	This functionality will be used by the Title Department to add/delete/update any information on the Lien Providers. This will also be used to track updates on Lien Providers – example: Mergers/Acquisitions result in name changes and this information is not captured in the current system. This new functionality will provide a comment section that clerks can add comments on to regarding a Lien Provider and can be tracked for any name changes.
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Title Information.
Output Data:	Update of the Lien Provider record in the database
Business Rules/ Constraints:	<p>Any additional information on the Lien Provider should be added to the comment section.</p> <p>Before adding a new Lien Provider, it would be advisable to retrieve information on Lien Providers by performing a search by Name as duplicate records can be created. Since a Lien Provider ID is automatically generated, any change in name can result in duplicates (e.g.: ABC Inc./ABC Co./abc inc/ ABC inc - may be the same companies but will have duplicate entries due to inconsistencies in data entry)</p> <p>Format of data to be entered should be either provided by an example or should be auto formatted.</p>

4.0 Boat Registration

4.1 Owner Information (Individual/Corporation)

Description: Verify Owner's Information and History to determine if registration can take place (i.e. Owner does not have a suspension). Identify any changes to demographic information and update as needed. Updating of owner information takes place in the NAME-AREA.

Input Data: Owner's Name (Last, First, MI)
Owner's Legal Address (Street, City, State, Zip, Country)
Owner's Mailing Address (Street, City, State, Zip, Country)
Owner's Phone (XXX-XXX-XXXX)
Owner's Fax (XXX-XXX-XXXX)
Owner's E-mail
Owner's Driver's License Number (ID#) or Corporation ID#
Owner's Date of Birth (Note: this should be zeroes if a corporation)
Information Release Waiver Date
Direct Marketing Waiver Date

Lookup Tables State: default value 'NH'
Country: defaulted value 'USA'

Process: Input data into the system and send to check against MAAP database to verify/update owner information. Check for any financial suspensions (IDMS database) using Owner's (ID#).
The flag checked in this process is for owner suspension. If this flag is on (Y) and the MA is online, the transaction is stopped. If this flag is on and the work is from an MA not online (batch), the transaction must be completed (current systems issues a warning message that can be bypassed by the keyer).
Boat registrations are also received via mail. In this case, if there exists a Short slip and/or Protested check, the transaction is stopped (not processed) and returned by mail to the recipient.

Interface: Link to IDMS (NAME-AREA); Verification (does a suspension exist) and Modification (update of changes to owner information i.e. address, name change).

Output Data: Owner Information Populated

Business Rules/

Constraints: Owner Information should be retrievable by Owner's Name. Verify/check to make sure this truly is the person and that the person is not reported deceased by SSN or Unique Identifier.

If the owner for a new registration is deceased the transaction is stopped. Owner information must also be able to be added for additional owners on the system. This also includes name and address information.

Boat Registration can not continue if a suspension exists. The reason for the suspension was specifically identified in the User Functional Requirements as not required (not the responsibility of the M/A).

If owner is on system as owing money to the state (having a “short slip”) the money must be collected or else the clerk should not proceed with the transaction. The system must alert the clerk that a short slip exists. The only exception to this is if a registration is being processed for an offline agent who already issued the registration to the owner. In this case clerks must be able to override the short slip in order to be able to issue the registration.

NOTE: “Boat Education Certification” was identified as a potential gap. It has been confirmed that this is solely handled by Marine Patrol and not tracked or used by DMV in issuance of a registration.

If the Person registering the boat is under 16 years of age, a warning needs to be given to the clerk to verify the age with user. This is NOT a supervisor override, but only informational warning. The application should allow the process to continue.

Boats are not currently titled and hence the Leasing Company information is not captured.

4.0 Boat Registration

4.2 Boat Information

Description:	Information pertaining to the boat being registered
Input Data:	Hull Identification Number (HIN) Use (Commercial/Personal Pleasure/Municipal/No Charge [state agencies]/Rental) Model Year Fuel (G [gas], D [diesel], E [electric]) Horsepower (see note in Business rules and Constraints) Style Propulsion (In, Out, In/Out) Engine (Single/Twin) Length (Ft-Inch) Color 1 Color 2 Hull Material Number of Passengers (Only necessary on pwc2 and pwc3) (Toilet/Sink/Shower)
Lookup Tables	Make Style Fuel Propulsion Engine Primary Color Secondary Color Hull Material Use Principal State: default to 'NH'
Process:	Populate Boat Information
Interface:	No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Boat Information.
Output Data:	Boat information is populated on Boat Registration Screen
Business Rules/ Constraints:	Boat information should be able to be retrieved and populated by Hull Identification Number (HIN) or Bow Number if the boat is already on the system. If the boat information is not contained in the system, it must be added. Note that there is no boat verification process (based on HIN) as with motor vehicle edit checks (based on VIN). Horsepower-Enter the total horsepower of the engine. (If the boat has a twin engine, then add together each engine's HP and enter that total in the HP Block). Please refer to Appendix: Boat for all business rules/constraints regarding boat.

Only Personal Pleasure (PP) boats can be registered/renewed by boat agents, Municipal Agents and Substations. All boats for other usages must be inspected prior to registration and must be registered in Concord. Other Use of boats are (Commercial CP, Municipal No charge MU, No Charge NC, Rental RL).

Hull Identification Number: HIN is 12 characters long and is alphanumeric. If under 12 digits, the system should provide a warning, but the clerk should be able to continue with the process as old HIN's are less than 12 digits. This number will be auto generated in MAAP (currently it is not – and it is not inventoried and will not be inventoried as far as Inventory subsystem goes). Currently it comprises of a combination of (letters) NHZ and 5 digits followed by month and year. The entire combination is a NH assigned HIN. It is stored in an Excel spreadsheet and closer to the end, the numbers are added sequentially to 'generate' more HIN's. If a boat agent needs an allotment of HIN's, a block of 30 are generated and sent over, while keeping a track here to determine which location it was sent to (manual inventory check).

This functionality needs to be incorporated into MAAP.

Hazen Drive Registration: In the case of a Boat registration in Hazen Drive location, if the Boat has a manufacturer assigned HIN, which needs to be entered in the application. If the boat is homemade and does not have manufacturers HIN, then the State assigns a HIN to the boat. Currently, assigning of HIN is a manual process, however, it needs to be confirmed if it can be system generated number.

4.0 Boat Registration

4.3 Bow Number Information

Description: Issue Bow Number

Input Data: Use
Principal State (Default should be NH)
Expiration Date (Default should be 12/31 of the current year)
(Inland/Tidal)

Process: Issue a Unique Bow Number

Interface: Bow Number will be generated by the system. Need to determine if the logic resides in MAAP or IDMS. It is auto generated through Control Program.

Output Data: Unique Bow Number tied to a boat

Business Rules/

Constraints: Bow Numbers should be unique and tied to a boat. Bow Number is assigned to a boat and remains the same for the life of the boat. It does not change with any change in ownership of the boat.

Hazen Drive Registration: For Boats registered in Hazen Drive, the system will auto generate a Bow Number for a new Boat.

Batch Registration: If the work is performed in Batch, then the auto generation of Bow Number will also trigger a Supervisor Override. This is required, as in Batch, the Offline Agent assigns a Bow Number at issuance (from a range of Bow Numbers assigned to the agent), so the clerk needs to enter the Bow number already issued at off-site.

Online Agents: Online agents are able to assign a Bow Number from the system real time.

When a bow number is lost/stolen, a new bow number is issued. The system should be able to track all Bow numbers assigned to a boat.

Non essential information for a boat to be able to assign a Bow Number is

1. Color
2. HP
3. Hull material
4. Number of Passengers

4.0 Boat Registration

4.4 Boat Decal

Description: Issue a Boat Decal Number

Input Data: Bow Number
Hull Identification Number (not a unique number)
Expiration Date
PWC-3 Indicator (Yes/No)
Registration Status

Process: Issue a unique decal number and update inventory in IDMS.

Interface: No interface is required

Output Data: Unique Decal number tied to a boat registration
Provide for a 2nd PWC3 permanent decal if PWC-3 indicator is on.
PWC-3 decal may be issued now or sometime later after initial registration.

Business Rules/
Constraints:

Decal number should be unique and tied to a boat registration.

Update Inventory. System should be able to warn if a decal is issued out of order. Currently there is a link to the inventory system, alerting the clerk when this occurs before the process can continue. The system should allow the process to continue after the warning and does not require a supervisor override. The inventory system removes the issued decal from stock.

Towards the end of the year (starting 1st December), the system should be able to issue decals not only for the current year, but for the following year too.

From January of every year until the last day of November, the system should generate a Decal from the current year inventory that expires at the end of the current year.

For the month of December, the decals issued should be from next year's inventory with expiration year of next year.

HOWEVER, there needs to be a supervisor override to issue a decal with a different expiration year than the system would allow as described above.

In this instance the supervisor needs to enter the expiration year for which the decal needs to be issued and the decal number matching that year.

There is no requirement that a boat needs to have a valid registration (decal) before it can be registered (issued a decal) again for next year. At end of year, 2 decal colors are necessary for issuing 2 different year decals.

PWC3 Decals: PWC3 watercrafts are issued a 2nd unique one-time decal (same size as regular boat registration decal). It is a permanent decal and stays with the watercraft. (It is proof that the watercraft is a 3-seater and has more water area privileges than a 2-seater.). There is no charge for this type of decal. If a decal is lost, a new decal number is assigned to replace it. The numbers issued are currently manually tracked. MAAP processing should automatically generate these decal

numbers. These decals must be orange in color (Marine Patrol requirement). The system should notify the clerk that the boat is a PWC3 and a PWC3 decal should be issued.

PWC3 decals are issued at Hazen Drive only and there is no charge associated to this decal.

PWC3 decals should be tied to a Bow Number of the boat.

Online Agents/Boat Agents/ Offline Agents: All agents have an inventory of decals. The system needs to verify that the issued decal belongs to the inventory of the Agent. Also, the system needs to keep a track of all issued decals and update inventory of their assignment. Agents issue decals to only PP use of boats.

Decals always have one calendar year validity and always expire on the last day of the year (12/31/xx).

Registration Status: A boat registration should consist of a status flag to denote the current status of the registration. (The registration date denotes the validity of the registration, however, if the boat has an ownership transfer midyear, the current registration needs to have a 'SOLD' status to denote that the registration is no longer valid). The possible values are

- VA blank
- R Refund
- S Sold
- T Transfer

4.0 Boat Registration

4.5 Boat Transfer

Description:	Transfer and determine credits for Boat Registrations. Transfers are always from an old boat to a new boat.
Input Data:	Previous Bow Number New Hull Identification Number
Process:	Determine Boat Fee Transfer Credit, Determine Boat Registration Transfer Credit and apply these credits towards registration of the new Boat.
Interface:	Link to IDMS (NAME-AREA); Verification (does a suspension exist) and Modification (update of changes to owner information i.e. address, name change).
Output Data:	New registration and boat fee less the Credits Due for the current boat
Business Rules/ Constraints:	<p>The system needs to be able to transfer to a new or an existing boat. If the boat exists, it should be retrieved using the Bow Number or HIN. However, if the boat does not exist in the system, then the system should have the ability to add a new boat to the system and generate a HIN and a bow number. The new fee needs to be determined for the new Boat. The system will also need to determine the remaining fees (credits) on the old boat and apply these to the new boat. There is a standard \$3 transfer fee. If the process of transfer generates a new fee less than the credits, no refund/credit memo is issued to the owner.</p> <p>Add total of permit fee, registration fee and add \$1.50 for agent fee. \$1.50 agent fee is not collected if the registration is done at a state office.</p> <p>In the case of a transfer, the Primary Owner on the Boat cannot change. Any additional owners may changed/added/deleted. During transfer, a new decal number is issued for the new boat. Agents: All agents (including substations) are allowed to do transfers on PP (Personal Pleasure) types of boat only (XX to PP). Any other combination needs to be handled by Hazen Drive. In this case, the system needs to determine the remaining credits for the boat and apply those credits towards the fees for the transfer. Note: PP is the only type of boat that has a town fee attached (some exceptions captured in edits)</p>

4.0 Boat Registration

4.6 Calculate Fees

Description:	Calculate Fees
Input Data:	Boat Information
Process:	Calculate Boat Permit Fees and Boat Registration Fees for this Boat Registration from all previously entered boat information and update IDMS.
Interface:	Link to IDMS (BATCH-AREA) – Modification; IDMS (FIN-MEMO-AREA) – Modification.
Output Data:	Registration Fees and Boat Registration (Separated by Town and State)
Business Rules/ Constraints:	Calculations should be based upon use, tidal/inland. Full charge on permit fee unless tax paid in other state is proved. Please refer to the Appendix: Boat, for all accompanying fees. Total Fees owed for Registration, broken up by State and Town portions. Multiple transactions for one customer must be allowed before calculating fees, separating each transaction in the fee screen with one grand total. Agent Fees and Permit Tax Collection should be based upon Logon.

The fees for Boats are broken down into 2 parts:

- Boat Town Fees: This fee is kept in the town where the boat is registered. The town charges a \$1.00 for this transaction. The boat may or may not be registered in the town of the owner. There is no necessity (unlike MV) to process this in the same town as the owners resident town. However, if the owner processes this in Hazen Drive, this fees goes to the state and not to any town. This is the state fee at this point and \$1.00 (processing fee) is not charged. Also, a customer has a choice to pay the town part in the town and come to state to process the state part. In this case the fee is calculated for the state and the town, however, the state does not collect the town fees and this needs to be denoted by checking a flag that the town fees is paid in the town. The clerk verifies this is the case by presenting a fee receipt from the town, There is no check done by the application to validate this is true. This fee is based on length and power/motor of the boat. It is NOT a calculation, but a table is maintained by an agency other than DoS.
- Boat State fees: This fee is for registering a boat and getting a decal assigned to the boat. This is a state fee and the town charges \$1.50 for processing this for the owner. Again this can be performed in Hazen drive and the owner may pay only the registering fees and is not responsible for the processing fees. Registration is only 1 component of State fee, others are Public Access fee, Search and Rescue fee, Milfoil fee and Lakefund fee. The registration fee is based on length, however, the other fees are constant.

4.0 Boat Registration

4.7 Enter Payment/Print Registration (Dual Payment)

Description:	Enter Payment Information (Cash, Check, Credit/Debit Card) and ability to Print Registration and a receipt when the town and state portion are separate payments
Input Data:	Previous Screen's Registration and Fee Information Payment Type (Town) Payment Amount (Town) Payment Type (State) Payment Amount (State) Print (Yes/No) Generate Receipt (Yes/No)
Process:	Enter Payment type and amount and link to Registration. Print completed Registration and update Registration with this information. Print Receipt.
Interface:	Interface with Financial subsystem to write financial transaction in IDMS Financial subsystem.
Output Data:	None
Business Rules/ Constraints:	Fee settlement is handled differently based upon if the settlement is handled at Hazen Drive or at an Agent location. Hazen Drive: All money transactions at Hazen Drive are for the State portion only. The State cannot accept any fee due to a town. Agents: Agents accept money for the town portion and the state portion. They accept separate checks for both the portions. They also charge a transaction fee of \$1.00 for Permit fees and \$1.50 for the registration fees.

4.0 Boat Registration

4.8 Batch Entry

Description: Ability to enter and track boat registrations entered in batch mode.

Input Data: Agent/Office #
Dealer #
Check Amount
Check Number
Date Received at DOS

Process: Link Boat Registration to a specific Agent/Office.

Interface: Interface with Financial subsystem to accept monies and credit the town for the payment.

Output Data: No physical output. Database updated to link Registrations to Agent/Office/Dealer.

Business Rules/ Constraints:

The purpose of this screen is to batch the work coming in from M/A's/Town and Boat Agents not on-line. Must keep track of the amount for the batch and subtract from the amount when the registration is entered.

Agents: To process a boat permit fee and Boat registration, there exist Boat Agents that are different than Municipal Agents. Most of the Boat Agents paperwork will be done in batch as these maybe small convenience stores in towns closer to water bodies that offer flexibility of boat registration on weekends and in the process earn a transaction fee.

When working in Batch mode the system should not generate bow numbers but allow for manual entry of bow numbers. Offline agent work submitted should have a bow number assigned that should be entered by the clerk. However, if the system needs to generate a Bow Number, it should be handled as a Supervisor Override.

If a batch does not balance, a credit or debit must be entered in the system for the agent batch. In cases of a debit (or "short slip"), this must be printed so that agents can be sent an invoice for the amount they are under.

If a clerk has entered all of the data from the batch and the monies are out-of-balance, the batch is closed and a manual/research/correction process is conducted. NOTE: a batch may be closed without balancing as it is researched later by a supervisor and Business Office. If the batch remains unbalanced, the Business Office handles the process and the appropriate financial adjustments are made before the agent's financial batch is completed.

4.0 Boat Registration

4.9 View and Print Registration (Duplicates/Reprints)

Description: Ability to view any Registration

Input Data: Bow Number
Owner's Name
Owner's Date of Birth
Owner's Address
Decal Number
Hull Identification Number
Reason Code

Lookup Tables Reason Codes

Process: Enter HIN, Owner's Last name and Date of Birth, or Bow Number to retrieve the Registration for viewing of all information Clerk should have the ability to reprint a registration with the associated reason codes (reason codes determine the fee if any for reprinting).

Interface: No interface is necessary with this system, all pertinent information will be contained in the MAAP database, including Boat Registration Information.

Output Data: Registration with History on screen, Reprint a Registration.

Business Rules/
Constraints: All history including previous owner, previous registration history, boat history, and owner history, and all registration activities should be viewable from these screens.

Printing of the registration can occur to print a copy of the existing registration ('Certified Copy'). Reason codes for printing (as with vehicles registrations) should be used for printing with or without fees.

A duplicate must be issued on a different type of form than original registrations and is clearly marked as a "certified copy". There is a fee for certified copy (\$10) registration printing.

A registration can also be printed if a new decal is issued due to losing of the current decal. In this case (NOT certified copy) a charge of \$3 is associated for this process. A new registration is printed with a new decal number.

New system design calls for this to be a display screen with ability to transition to another process without re-entering key data.

4.0 Boat Registration

4.10 Renew Registration

Description: Ability to renew an existing boat registration.

Input Data: Owner's Name
Owner's Date of Birth
Decal Number

Lookup Tables

Process: Enter Owner's Last name and Date of Birth or Corporation name, if owned by a Corporation, to retrieve the Owner information and the boats they own. The clerk should be able to select the boat to be renewed and proceed to renew the boat. The next year/current year decal needs to be assigned to the Boat (Bow Number) and the expiration date needs to be displayed.

Interface: Name Area to determine any financial violations on the Owner.
Inventory Area to assign a Decal for the Renewal Year.
Financial Area to record the fees attached for the process.

Output Data: Print the renewal of the Registration with the new decal number and expiration date.

Business Rules/
Constraints: The boat that is being renewed for registration does not need to have a valid current year registration. It needs to be registered in NH in prior year(s), however, if the boat does not have a valid current year registration, the process should not stop the clerk from renewing it for the next year.

The clerk should be able to make edits to the boat and/or the owner information. The Primary Owner AND the BOAT HIN and BOW Number should not be allowed to change during the process, however, any other boat information and owner information maybe changed, including adding/deleting additional Owners.

The boats are always registered for a period of 1 Calendar year – always expiring on 12/31 of a year. A boat that is renewed prior to 12/1/xx of a year, needs to be registered for the current year. The fees charged is never pro-rated – always charged a full year fee.

After 12/1/xx, a boat may be registered for the current year or for the following year. The Clerk at this time needs to have a choice to decide which year is the boat being registered and accordingly a decal needs to be assigned and allocated to the boat with the correct expiration year. This is supervisor override capability.

If the owner for a renewal registration is deceased the renewal transaction is stopped. The clerk needs to verify this information and request a change in

ownership of the boat and in this case, a new registration of the boat needs to take place.

If owner is on system as owing money to the state (having a “short slip”) the money must be collected or else the clerk should not proceed with the transaction. The system must alert the clerk that a short slip exists. The only exception to this is if a registration is being processed for an offline agent who already issued the registration to the owner. In this case clerks must be able to override the short slip in order to be able to issue the registration.

If the Person registering the boat is under 16 years of age, a warning needs to be given to the clerk to verify the age with user. This is NOT a supervisor override, but only informational warning. The process should allow the process to continue.

Only Personal Pleasure (PP) boats can be renewed by boat agents, Municipal Agents and Substations. All boats for other usages must be renewed in Concord. Other Use of boats are (Commercial CP, Municipal No charge MU, No Charge NC, Rental RL).

Update Inventory. System should be able to warn if a decal is issued out of order. Currently there is a link to the inventory system alerting clerk when this occurs before the process can continue. The system should allow the process to continue after the warning and does not require a supervisor override. The inventory system removes the issued decal from stock.

Online Agents/Boat Agents/ Offline Agents: All agents have an inventory of decals. The system needs to verify that the issued decal belongs to the inventory of the Agent. Also, the system needs to keep a track of all issued decals and update inventory of their assignment. Agents issue decals to only PP use of boats.

5.0 Corrections/Maintenance/Additional Weight Corrections

5.1 Corrections (Vehicle and Boat Registrations)

Description:	All registrations must be fully correctable/changeable by approved personnel. A correction is at the transaction level (i.e. Registration, allowing one to “redo” that registration, even if only one item (i.e. address) is changed. All “unchanged information will remain the same, unless it is affected by the ‘changed” information (i.e. plate type which would change fees and/or requirements).
Input Data:	Decal Number Plate Type/Number Owner’s Name Vehicle data Owner data Registration data
Process:	Retrieve past registration by any of the first 3 input data items in order to change/correct any information and recalculate fees, etc.
Interface:	Interface with name area is necessary if name/address data is changed. Any additional fees collected will need to be returned to the legacy financial system in the same manner as regular fee processing. An interface with the legacy inventory system is necessary for some plates and decals to be returned to inventory for re-issue. Other pertinent information will be contained in the MAAP database.
Output Data:	New/Changed Registration Information
Business Rules/ Constraints:	System must keep track of all changes/corrections with a date/time stamp so that there is a history of all registration corrections/changes pertaining to boats, owners and vehicles. The correction process will include the ability to replace decals or issue new decals (because of damage) which must have a charge or no charge option and will also include a validation (ring) line. The system should be able to print a registration with the corrections. This “reprint” should be made without a fee for the customer. Each transaction should have the option for fee settlement through which additional fees could be collected from the customer. An option is required to bypass any fees generated resulting in a \$0.00 fee settlement (for ring line). Options for generating credit memos or short slips should also be included. If a registration is reprinted as the result of the correction(s) a validation line (ring line) is printed on the registration even if the amount is \$0.00. An option is required for refunding all fees previously charged for this registration. A comment field that will reside on the history record is required that will contain a reason for the correction to be keyed by the operator.

5.0 Corrections/Maintenance/Additional Weight

5.2 Maintenance (Vehicle Registrations)

Description:	Changes to vehicle registrations due to special process requirements.
Input Data:	Plate Type Plate Number Check Digit
Process:	Retrieve registration to be maintained using input data allowing information to be updated and proper fees to be calculated.
Interface:	Any fees charged need to be collected and returned to the legacy financial system in the same manner as regular fee processing. In some cases, an interface with the inventory subsystem will be required to order new or re-order plates that have already been relieved from inventory.
Output Data:	The "maintained" registration and proper fees for the process.
Business Rules/ Constraints:	<p>System must keep track of all maintained vehicle registrations with a date/time stamp so that there is a history of all fields and their contents. Example: Fees for certain plate types may change, town fees may change, rules regarding information needed may change, etc.</p> <p>A maintenance process is required that allows for vehicle registration exception processing.</p> <p>The types of processes included here are:</p> <ol style="list-style-type: none">1. Vehicle Registration plate changes that are forced due to lost/stolen/damaged plates.2. Vehicle Registration plate changes requested by customer at renewal time.3. Plates that are released from one owner and immediately assigned to a different owner (need to be held in inventory temporarily).4. Issue of new decals as a result of the maintenance process.5. Plates returned to inventory or made available for re-order or re-ordered as a result of the maintenance process. <p>Plates reported as stolen require a change in plate number and a new set of plates. If 2 plates are lost the same applies. In either of these cases, the lost or stolen set of plates may be re-ordered for or re-issued to the original owner at the next renewal time.</p> <p>If 1 or 2 plates are damaged or 1 plate is lost, the same plate number may be re-ordered (both numbered and vanity).</p> <p>There are unique fees charged for these types of processes. They are derived in the same manner (function codes) as other registration fees.</p> <p>When a new plate is issued a new decal will be issued as well.</p>

5.0 Corrections/Maintenance/Additional Weight

5.3 Additional Weight

Description:	An overweight decal allows large trucks and other vehicles to increase their legal weight limit. After receiving the regular registration, the customer takes the vehicle to be inspected and certified safe for the requested increase in weight. The customer takes the signed certified forms to Concord or to a sub-station to be processed. The clerk processes the transaction by entering the plate number or VIN into a selection screen, the vehicle information is displayed and the legal weight for the vehicle can be increased to what the signed forms indicates. The clerk issues a decal from the inventory at their location. The decal is relieved from inventory. The in-state and out-of-state decals are from the same decal inventory.
Input Data:	Registration Number Weight Increase Decal Number Plate Type/Number VIN Make/Model MFG Year Model Year Gross Weight New Gross Weight Certified Weight New Certified Weight Owner's Name Involuntary Increase Indicator Refund Indicator Certification Expiration Date
Process:	Retrieve past registration by any of the Input Data in order to change/correct legal weight limit and calculate additional fees.
Interface:	IDMS (USER-LOC-AREA) – Verification; IDMS (BATCH-AREA) – Verification and Modification; IDMS (FIN-MEMO-AREA) – Modification.
Output Data:	The decals are issued from the clerk's location. Decals are relieved from the overweight decal inventory assigned to the clerk's location.
Business Rules/ Constraints:	<p>After all appropriate Information has been entered, system should determine Additional weight Fees. System must keep track of all weight changes with a date/time stamp so that there is a history of all changes to registrations.</p> <p>All data input fields should use technology such as predefined lists, quick reference typing for ease and quick use. Validation and edits should be intuitive and thorough letting the user know what is incorrect and the correct formats for each area.</p>

5.0 Corrections/Maintenance/Additional Weight

5.4 Additional Weight for out of state Vehicles

Description:	An overweight decal allows large trucks and other vehicles to increase their legal weight limit. An out of state customer takes their vehicle to be inspected and certified safe for the requested increase in weight. The customer takes the signed certified forms to Concord or to a sub-station to be processed. The clerk processes the transaction by entering the plate number or VIN and additional information into a screen, the vehicle information is displayed and the legal weight for the vehicle can be increased to what the signed forms indicates. The decals issued are from the overweight decal inventory at the clerk's location. The decal is relieved from the decal inventory at the clerk's location. In-state and out-of-state decals are from the same decal inventory (same decal type).
Input Data:	Out of State Registration Number Plate Number VIN Overweight Decal Number Number of Decals Issued Registration State Registration Expire Date Certified Weight Decal Issue Date Decal Expire Date
Process:	Retrieve past or enter new Input Data in order to change/correct legal weight limit, calculate additional fees and updating MAAP database and updating IDMS.
Interface:	IDMS (USER-LOC-AREA) – Verification; IDMS (BATCH-AREA) – Verification and Modification; IDMS (FIN-MEMO-AREA) – Modification.
Output Data:	The decals issued are from the overweight decal inventory assigned to the clerk's location. The decal issued is relieved from the inventory assigned to that clerk..
Business Rules/ Constraints:	<p>After all appropriate Information has been entered, system should determine Additional weight Fees. System must keep track of all weight changes with a date/time stamp so that there is a history of all changes to registrations.</p> <p>All data input fields should use technology such as predefined lists, quick reference typing for ease and quick use. Validation and edits should be intuitive and thorough letting the user know what is incorrect and the correct formats for each area.</p>

6.0 Security Requirements

6.1 Login Function (Authentication)

Description: User enters user_id, password and location. Determine if the supplied user_id, password and location combinations are accurate. If the combination is correct, display customized menu and allow access to MAAP functions. Otherwise deny access to MAAP and any of its resources.

Input Data: User_id
Password
Location Code

Process:

- i. Enter user_id, password and location code.
- ii. Determine if user_id exists.
- iii. If user exists, check if password matches and also if password has expired. Prompt user if password will expire in the next 10 days.
- iv. If password match is successful, check if the supplied location code matches the location code bound to the user.

Interface: IDMS: Username (or user_id) and password may be required for IDMS queries. It is assumed that all the user_ids and passwords from IDMS will be migrated to MAAP to ensure backward compatibility.

Output Data: Either login is successful or unsuccessful.

**Business Rules/
Constraints:**

User_Ids

User_ids are currently assigned a four-digit number between ranging from 1000 – 9999. See table below for typical User_id assignments:

<u>Range</u>	<u>Departments</u>
1000-1999	Driver Licensing
2000-2999	Financial Responsibility
3000-3999	Registration
4000-4999	Titles
5000-5999	Information Services
6000-6999	Others
9000-9999	Agents/Town Clerks

Note: Initially when a new user is added to the system, he/she is assigned a user_id depending on the department/bureau he/she belongs to at that time and the user_id does not change if he/she moves departments. So for example, if John Doe is a new employee of Title bureau, he will be assigned the next available 4-digit

user_id belonging to the range 4000-4999. Now if John is transferred to Registration bureau, his user_id will NOT change. Thus, the above user_id assignments are only used for new users. This is being perpetuated in MAAP for legacy integration and as per business requirements.

Passwords

Passwords are alphanumeric between 3-8 characters long to maintain backwards compatibility with IDMS. During login, a check to verify if the password has expired needs to be made. If today's date is greater than the expiration date, the user is still allowed to change his/her password. This is different from the mainframe where, if a user had passed the expiration date he/she would have to contact the appropriate authority to be reinstated.

Municipal Agents using proprietary/vendor systems will need to encrypt their passwords based on an encryption scheme provided by the State. This ensures that the Municipal Agent's password cannot be easily compromised when it is sent over the wire to MAAP.

Strikeouts

Any time user attempts to login, his/her password and location code are matched against the database and if either location code or password match fails a knockout is registered. A user has a maximum of three strikeouts or tries and if all three fail, then the user is locked out and needs to contact the appropriate authority to be reinstated.

Concurrent Logins

If a user has an existing session open with MAAP and tries to login in again using a different browser or from a different machine, he/she should not be allowed to login and an error message stating that the "user is already logged in" should be displayed. This behavior is commonly referred to as a concurrent login. Concurrent logins should be disallowed in MAAP.

6.0 Security Requirements

6.2 Supervisory Overrides

Description:	During certain transactions, based on business rules, when exceptions are raised a Clerk cannot go ahead with the transaction unless a Supervisor intervenes and authorizes the transaction. This act of authorizing exceptions in MAAP is termed as a Supervisory Override. Only a Supervisor can perform supervisory overrides. The supervisory override is only good for that particular transaction.
Input Data:	Supervisor Username (User_id) Supervisor Password
Process:	An exception is raised by MAAP while a Clerk is doing a transaction. The Supervisor or the Supervisor's designee will enter his/her user_id and password to override the exception so that the Clerk can complete the transaction. The user_id of the supervisor and the timestamp of the override action are stored in the database for auditing purposes.
Interface:	None.
Output Data:	If successful, the clerk is allowed to continue with the transaction. If unsuccessful, the clerk is presented with the same override screen and is also given an option of canceling the transaction.
Business Rules/ Constraints:	A Supervisor or his/her designee can only perform supervisory overrides. Supervisory overrides are triggered by certain business rules.

6.0 Security Requirements

6.3 Logout

Description: Logout is the act of terminating a user's access to MAAP. This is accomplished in many ways, the primary being, selecting the logout option from the main menu.

Input Data: None

Process: When user selects logout from main menu, the system will invalidate user's session and deny access to MAAP for the specified user.

Interface: None.

Output Data: None

Business Rules/
Constraints:

A logout action is also executed in the following scenarios:

- When the Logout button/Link is selected on the MAAP User Interface
- When user is locked out. This happens when user's password has expired or the user has exhausted his/her three strikeouts.
- When user's session times out. The session time-out has been currently agreed upon to be 20 minutes.

6.0 Security Requirements

6.4 Providing Users Access to Business Functions (Authorization)

Description: After a user has logged in, generate a menu of functions. The menu will display only those functions to which the user has access, based on supervisor and security administrator input. The security administrator may change user access to functions periodically.

Input Data: None

Process:

- i. Based on user credentials - user_id, password and location code determine the menu of functions to be displayed to the user.
- ii. The user clicks on a function on the menu and accesses the screen for that business function. He/she can take further action on the screen based on permissions granted. In MAAP the screens are of 2 types – read-only or read-write (also know as edit screens).
- iii. Certain fields on a screen may be protected, for example, the deceased indicator on the Person Information screen. These fields are editable only by certain users who have exceptional privileges, such as a Supervisor. These protected fields can be edited or viewed only, based on the permissions granted to the user. This is termed as field-level security.
- iv. The combination of field-level security, read-only screens and read-write screens forms the basis of read/write permissions for a MAAP user.

Interface: None.

Output Data: A Menu of functions is generated after a user successfully logs in.

When a user accesses a function, he/she is provided read-only or read-write screen based on user permissions.

Business Rules/Constraints: Permissions to functions are granted at a user/group level. Users may have different combination of permissions.

6.0 Security Requirements

6.5 Location Codes and Authentication

Description:	Location codes are also passed along with the user_id and password for authenticating the user. This is to ensure that a proper audit trail for every user is maintained and also acts as an extra security measure.
Input Data:	Location Code
Process:	<ol style="list-style-type: none">User enters a valid location code along with user_id and password.MAAP checks if the location code is valid. This check does not apply to Dial-up Municipal Agents.Location codes are validated using IP addresses. Static IP addresses will be used for DOS and Sub-Station employees and the router's IP address will be used in the case of Municipal Agents for location validation. Location validation using IP addresses is pending decision of the technical validation committeeMAAP also checks if the valid location code is attached to the valid user_id supplied by the user. This check is only done for Municipal Agents as they have a one-to-one mapping between their user_ids and their location. This check does not apply to DOS employees and their Sub-stations.If the above validations are successful the user is allowed access to MAAP, otherwise the user is denied access to MAAP.
Interface:	None.
Output Data:	If the authentication is successful, the user is sent to the homepage. Otherwise the user is brought back to the login page.
Business Rules/ Constraints:	Previously in the case of the mainframe, a user could enter any valid location code and he/she would gain access to the system. This led to inaccuracies as a user could enter his/her user_id and password but someone else's location code. This caused inappropriate audit information as well as incorrect reporting. To avoid this from happening every user's location code is validated. In the case of a Municipal Agent, there is a one-to-one mapping between their user_id and the location they work in. In the case where a municipal agent works in two or more towns, he/she will be given two or more user_ids, thereby always maintaining a unique user-location combination.

6.0 Security Requirements

6.6 User Authentication

Description:	A user log will be maintained in MAAP database to keep an audit trail as well as for reporting purposes.
Input Data:	User_id Timestamp User Action (Login, Logout, Override, Strikeout) Transaction ID (In the case of Overrides, the transaction Id that was overridden)
Process:	Some user actions need to be logged in the database for audit and reporting requirements. A user log will be maintained whenever a user logs into MAAP or logs out of MAAP. Also if a user has committed three strikeouts (A knockout occurs when a user enters an incorrect combination of password and location code). A log is also maintained of supervisory overrides. So, whenever a supervisor does an override, the user_id, timestamp and the transaction id is stored in the audit logs.
Interface:	None.
Output Data:	None
Business Rules/ Constraints:	None

7.0 Record Retention

7.1 Virtual Vault

Description: MAAP should be able to save official transactions in a separate "virtual vault" where they are stored on proven, reliable electronic media and are frozen in their original state and format, both in terms of the data and the presentation. The following types of transactions fall within this category:

- New Registrations
- Registration Renewals
- Duplicate Registrations
- New Titles
- Duplicate Titles

Input Data: All data elements associated with a Title, Motor Vehicle Registration and Boat Registration.

Process: MAAP should keep a copy of all the data elements associated with the aforementioned documents (Registrations and Titles) in separate database tables. The Report Server should be able to query this table to re-create a Registration or Title document. All transactions should be kept for a minimum of 5 years.

A future requirement for the "virtual vault" will be the ability to attach a scanned document (such as a bill of sale) to a transaction. Therefore the system should be designed to accommodate this.

Interface: None.

Output Data: A copy of the Registration or Title.

**Business Rules/
Constraints:** The transactions listed above should be able to be searched and retrieved only by authorized personnel, but should never be able to be altered.

7.0 Record Retention

7.2 Audit Trails

Description:	MAAP will keep an audit log when any of the items listed under Input Data are changed.
Input Data:	Name (First, Last) Address (mailing, legal) Date of Birth Plate Number
Process:	The system will store the new value, but should also log the old value with a Date/Time stamp and the User Id of the person who changed it.
Interface:	None.
Output Data:	The following items will be logged to the database whenever one of the aforementioned items is changed: Old Name New Name Old Physical Address New Physical Address Old Date of Birth New Date of Birth Old Plate Number New Plate Number Date/Time Stamp User ID
Business Rules/ Constraints:	The MAAP system should trigger an audit trail entry into the database whenever the following items are changed: <ul style="list-style-type: none">- Name- Address (mailing and legal)- Date of Birth- Plate Number

8.0 Financial

8.1 Closeout

Description: At the end of the day state and municipal agent personnel who perform state transactions must closeout by doing a physical count of all payments taken into their cash drawer since their last closeout. A closeout insures that the payments received into a user's cash drawer balance with records kept in the financial subsystem of payments received during the session, which may be one day or part of one day. From time to time these personnel may be required to closeout before the end of the day and may or may not open up a new session with the financial subsystem within the same day. The financial subsystem remains on the legacy system.

MAAP must provide a means for sending transaction data, which includes payments received, to the financial subsystem on the legacy platform and a means for the users to closeout their payments received during the day.

Some users will have transactions only in MAAP; others may have transactions in MAAP and in legacy subsystems. For example, registration clerks will collect fees in MAAP for vehicle or boat registrations and they will also collect fees for Inspection Stations and/or Dealers, which remain on the legacy system.

Users, who do transactions on both MAAP and the legacy system in the same cash drawer, must closeout on MAAP. They shall not closeout on the legacy system.

Users who have not done a "closeout" of previous day's work must be prohibited from signing on to a new MAAP session. Supervisors and business office personnel must be given authority to issue an over or short transaction record to bring the clerk into balance for closeout.

Input Data: Closeout key (from financial subsystem on legacy platform to MAAP): current date, user's signon location code, user's login ID, and sequence number (sequence number is generated by the financial subsystem on the legacy platform).

Process: At user signon, MAAP will notify the legacy system that the user has signed in and the financial subsystem will establish a closeout key. The closeout key is used to group all transactions and payments for that particular session. User closeout keys will be coordinated by the financial subsystem for all users signed on to either MAAP or the legacy system; i.e., the user will have only one closeout key active at a time. MAAP and the legacy system will share the same closeout key.

The first sequence number for the day is 1 (one). If the user closes out and subsequently signs back in during the same day at the same location, that user's closeout key will remain the same except the sequence number will be incremented by one. A user may sign out and sign back in multiple times during the same day with the same sequence number being in effect. The sequence number is incremented only when the user has performed a close out and then signs back in at the same location on the same day.

If a user signs in on a different day or at a different location on the same day, a new closeout key is generated. In either of these cases, the user must have successfully closed out on the previous day or at the previous location.

If the user has not successfully closed out from a previous session (i.e., the previous day), the financial subsystem will not assign a closeout key and will notify MAAP of the error. MAAP will not allow the user to signon until the required closeout is resolved. Business office users and supervisors in the user's bureau may create an over or short transaction for a user with an unresolved closeout to complete the closeout

During the session MAAP must write financial data to the financial subsystem on the legacy platform in real time. Each customer served by the user is provided a unique batch number by the financial subsystem. That batch number is used for all transactions for that customer. Upon fee settlement, where the customer pays for all his/her transactions, the batch is closed.

At fee settlement all payments received are stored in the financial subsystem and are identified by payment type (e.g., cash, check, credit card, credit memo, etc.).

At closeout the user enters the sum of all payment types contained in her/his drawer, identifying each payment type. The financial subsystem will balance the amounts entered by the user against the payments received during that session. If the closeout balances, the financial subsystem notifies the user and the closeout is complete. If the closeout does not balance, the user is notified and the closeout is not complete. The user may then reenter his/her payment sums by type and attempt to closeout. If the user is also signed on to the legacy system, the financial subsystems will closeout the user on the legacy system.

If a user signs out without a successful (i.e., balanced) closeout, he/she will not be allowed to sign back on until a balanced closeout is accomplished. A business office user or a supervisor from the user's bureau may create an over or short transaction record for that user to complete the closeout and allow the user to sign back in to MAAP.

Interface: MAAP must interface, in real time, with the financial subsystem, which is on the legacy platform. The interface must provide the ability for communications in both directions; i.e., MAAP will send and receive data from the financial subsystem.

Output Data: Per transaction (from MAAP to financial subsystem on legacy platform): fee collected (if any), transaction number, key information as to registration and/or title with name key to whom transaction applies, transaction date and amount due DoS along with fee code, function code, and specific attributes used in calculation. Fee settlement (from MAAP to financial subsystem on legacy platform): payment(s) received identified by tender type (i.e., cash, check, credit card, credit memo, etc.). At closeout (from MAAP to financial subsystem on legacy platform: Amount of payments in cash drawer identified by tender type

Business Rules/
Constraints: The financial subsystem will assign the same closeout key to a user on both MAAP and the legacy system if that user is taking payments for both MAAP and legacy

subsystems into the same cash drawer. A user, who is signed on to MAAP and the legacy system at the same time, must closeout on MAAP. The financial subsystem will closeout the user on the legacy system. That user must not attempt to closeout on the legacy system.

A user must successfully closeout from a previous session (i.e., financial subsystem totals are in balance with the contents of the user's cash drawer) before the user can establish a new session (and a new closeout key). A user who has not successfully closed out will not be allowed to login to MAAP (or the legacy system) until the closeout is successful. However, business office users and supervisors in the user's bureau may create an over or short transaction for a user with an unresolved closeout to complete the closeout and allow the user to signon to MAAP.